

PE03-042

G M

11-12-03

Attachment 2B

Book 5 of 7

Part 2 of 2

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6855434	VIN Number:	1GKET16SX36102407
Date Opened:	11/13/2002	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G06022	Mileage:	3000
Address:	ALEXANDER FAMILY PONBLOOMSBURG	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/13/2002 11:03:12 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

DERRICK SEEBOLD-TECH

CUSTOMER CONCERN -

WIPERS INOP.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

#RD TIME IN. WIPER MOTOR FAILED AGAIN.

TAC RECOMMENDATION -

**ADVISED DEALER OF PI PI00413. REPLACED THE MOTOR AND VERIFY PLENIUM
DRAIN.**

11/13/2002 11:03:12 HISTORY - MILLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6033436	VIN Number:	1GNES16S736100037
Date Opened:	11/13/2002	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B09009	Mileage:	3517
Address:	BEATY CHEVROLET COMPKNOXVILLE	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WATER IN WIPER MOTOR

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/13/2002 11:02:33 SBD TEMPLATE - HOOPER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

RODNEY DOTSON

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

WATER IN WIPER MOTOR

TAC RECOMMENDATION -

ADVISED OF PI00413

11/13/2002 11:02:33 HISTORY - HOOPER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6835611	VIN Number:	1GNET18S026116829
Date Opened:	11/13/2002	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B08323	Mileage:	11584
Address:	IVAN LEONARD CHEVROLHOOVER	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER PID0413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/13/2002 11:31:16 SBD TEMPLATE - SHERMAN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

BILL PINEGAR SM

CUSTOMER CONCERN -

WIPERS ARE INOP AGAIN.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DEALER HAS REPLACED THE WIPER MOTOR. DEALER IS LOOKING FOR SERVICE
ADVISE.

TAC RECOMMENDATION -

TAC ADVISED OF PI PI00413

11/13/2002 11:31:16 HISTORY - SHERMAN

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE
END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL
BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES
AVAILABLE.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

PE03-042 / GM644

AREA. THE DRAINS ARE ON
EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD
NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF
REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS
CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

15306415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

11/27/2002 08:59:14 RATHKA -DEALER SURVEY WAS PERFORMED

12/05/2002 16:38:58 SEARS

CALLER'S NAME (FIRST, LAST, AND POSITION)

PJ SCHUESSLER TECH

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

**RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)**

**HAS MOISTURE IN CONNECTOR, REPLACED WIPER MOTOR AND NOW WIPERS HAVE NO
DELAY**

NEW RECOMMENDATIONS

1) VEHICLE HAS CE1 SO THE PULSE DOES NOT WORK LIKE NORMAL DELAY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6034347	VIN Number:	1GKET16S336108467
Date Opened:	11/13/2002	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G06521	Mileage:	1832
Address:	F.C. KERBECK GMC BULPALMYRA	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— CONNECTOR INOPERATIVE WATER WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION--

11/13/2002 13:28:00 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

MIKE THOMPSON TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE FRONT WIPERS ARE INOP.

**DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**DLR. STS. THAT THIS IS THE SECOND TIME THE CONNECTOR FOR THE WIPE MOTOR
HAS WATER IN IT. DLR. IS LOOKING FOR DIRECTION.**

TAC RECOMMENDATION -

11/13/2002 13:28:00 HISTORY - GARBARINO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6834589	VIN Number:	1GNES16S926124595
Date Opened:	11/13/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B07419	Mileage:	10834
Address:	LAKESIDE CHEVROLET CROCKWALL	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— WASHER WINDSHIELD WIPER WINDSHIELD WIPER AND

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/13/2002 14:07:55 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) BOB VAN SF

CUSTOMER CONCERN - WIPERS ERRATIC, WASHER RESERVOIR RUNS DRY

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) NO DTCS. NEW WIPER MOTOR. SF STATES THAT HE CHECKED THE CONNECTOR AT THE MOTOR AND IT'S FULL OF WATER AGAIN AS WELL AS THE MOTOR ITSELF.

TAC RECOMMENDATION - ADVISED PI00413, NEW REVISED WATER PROOF MOTOR.

11/13/2002 14:07:55 HISTORY - GLEDHILL

12/03/2002 11:48:37 KEREKES -DEALER SURVEY WAS PERFORMED

12/11/2002 10:40:01 BURKETT -CALLER'S NAME (FIRST, LAST, AND POSITION) BOB VAN S/F

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL DETAILS OF THE CONCERN)

DLR CALLING FOR UPDATE ON THE REVISED WATERPROOF WIPER MOTOR FROM P/I 00413. CUST ASSISTANCE CALLED DLR FOR UPDATE.

00413. CUST ASSISTANCE CALLED DLR FOR UPDATE.

NEW RECOMMENDATIONS

ADVISED DLR THE WIPER MOTOR IS IN STOCK AT SPO PER UPDATED P/I 00413.

UPDATED 12-10-02.

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY AND WILL SUPERCEDE FROM THE OLD PART NUMBERS WHEN ORDERING. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6036701	VIN Number:	1GNES16S426111B21
Date Opened:	11/14/2002	Model Year:	2002
Date Closed:	11/2/2002	Series:	Trailblazer Ext 2WD
Dealer Code:	B08159	Mileage:	8912
Address:	JONES-BAIRD CHEV-OLDGENEVA	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER REPEAT WIPER MOTOR

RESOLUTION ABSTRACT- W/S WPR TRANS ASSEMBLY REPLACE

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

11/14/2002 10:14:30 SBD TEMPLATE - HOOPER

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

MIKE LEWIS

CUSTOMER CONCERN -

WIPERS INOP

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

3RD TIME IN WITH WIPER CONCERNS WITH WATER IN MOTOR

TAC RECOMMENDATION -

ADVISED OF P100413

11/14/2002 10:14:30 HISTORY - HOOPER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6837897	VIN Number:	1GNES16S826131988
Date Opened:	11/14/2002	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B24260	Mileage:	3268
Address:	FINCH CHEVROLET, PONJENA	L	State: LA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER INTERMITTENT FRO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

11/14/2002 13:28:10 SBD TEMPLATE - RADZWILOWICZ

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME: SAM ROARK TECH

CUSTOMER CONCERN -FRONT WIPERS IN-OP AT TIMES

DEALER COMMENTS/DIAGNOSIS -THE TECH CAN'T DUPLICATE THE CONCERN. THE TECH STATES THAT THE CODE U1152 IS SET AS A HISTORY CODE IN THE LGM.

TAC RECOMMENDATION -

1) ADVISE THE TECH TO INSPECT THE WIPER MOTOR AND THE WIPER HARNESS CONNECTOR FOR SIGNS OF WATER.

2) DUPLICATE THE CONCERN AND PERFORM REGULAR DIAGNOSIS.

3) ADVISE THE TECH ON P/I: PI00413

11/14/2002 13:28:10 HISTORY - RADZWILOWICZ

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6038285	VIN Number:	1GKET16S438119249
Date Opened:	11/14/2002	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G42143	Mileage:	4282
Address:	RICHARDSON PONTIAC BPOWAY	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— WASHER WIPER WIPERS INOP WASHER SPRAYS ON KEY

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

11/14/2002 14:20:38 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

GARY ANDREWS (TECH)

CUSTOMER CONCERN -

WIPERS INOP AND WASHERS SPRAY WHEN THE KEY IS SWITCHED OFF...

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**NO DIAGNOSIS.....TECH CAN DUPLICATE...CALLING TAC TO SET UP A
CASE.....**

TAC RECOMMENDATION -

**ADVISED TECH TO CHECK THE WIPER MOTOR CONNECTOR FOR WATER INTRUSION,
IF THERE IS WATER DAMAGE TO THE CONNECTOR, REPLACE OR REPAIR AS NEED,
REPLACE THE WIPER MOTOR AND SEAL THE CONNECTOR WITH SILICONE...**

11/14/2002 14:20:38 HISTORY - WILSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6042194	VIN Number:	1GNES16S826133627
Date Opened:	11/15/2002	Model Year:	2002
Date Closed:	11/19/2002	Series:	S1
Dealer Code:	B07041	Mileage:	3508
Address:	RAY JONES CHEVROLET CENTER	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP P100413

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

11/15/2002 17:28:41 SBD TEMPLATE - EPLIN II

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)SANDY BURKHUM-SM

CUSTOMER CONCERN -WIPERS INOP

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**SM STS THAT THEY DO HAVE POWER AND GROUND TO THE WIPER MOTOR AND STILL IS
INOP. SM STS THAT THE CUSTOMER COMPLAINS THAT BEFORE IT WAS INOP IT WAS
ERRATIC.**

TAC RECOMMENDATION -TAC ADVISED SM:

- 1) P100413 WHICH TALKS ABOUT WATER INTRUSION TO MOTOR**
- 2) USE GOOD KNOWN MOTOR TO DIAGNOSE CHECK FOR DRAINAGE ISSUES TO COWL
AREA.**

11/18/2002 18:34:00 BACK - CASE CLOSING

REPLACED WIPER MOTOR DUE TO SHORT FROM WATER INTRUSION

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6042302	VIN Number:	1GKES16S630115089
Date Opened:	11/15/2002	Model Year:	2003
Date Closed:		Series:	Envoy XL 2WD
Dealer Code:	G40191	Mileage:	769
Address:	PUENTE HILLS PONTIAC CITY OF INDUS	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WATER IN MOTOR

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/15/2002 19:28:50 SBD TEMPLATE - HOOPER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

RAY GARCIA

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENT&DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

FOUND WATER IN MOTOR

TAC RECOMMENDATION -

ADVISED OF PI 00413

11/15/2002 19:28:50 HISTORY - HOOPER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6942712	VIN Number:	1GNDS13S422471582
Date Opened:	11/18/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B59676	Mileage:	6068
Address:	VISTA CHEVROLET-CADICORPUS CHRIST	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER PK0413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

11/18/2002 09:53:46 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

**TECHNICIAN STATES HAS 5.8 ON CIRCUIT 906 AND 8.3 ON 1011. STATES THE RSA
WAS REPLACED.**

CUSTOMER CONCERN -

WIPERS INOPERATIVE

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

TECHNICIAN STATES WIPERS INOPERATIVE. STATES HAS WATER DAMAGE.

TAC RECOMMENDATION -

TAC ADVISES P100413 WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION.

TECHNICIAN TO CALL BACK.

11/18/2002 09:53:45 HISTORY - MILLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6942744	VIN Number:	1GNET16S336118060
Date Opened:	11/18/2002	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B09230	Mileage:	3766
Address:	MIKE CASTRUCCI CHEV-MILFORD	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— MOTOR WATER WIPER WIPER MOTOR FLOODED P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/18/2002 10:33:11 SBD TEMPLATE - BEERE

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)RANDY COBB TECH.

CUSTOMER CONCERN - WATER SOAKED WIPER MOTOR CONNECTOR.

**DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DEALER LOOKING FOR INFO.**

**TAC RECOMMENDATION - ADVISED DEALER OF PI00413. ADVISED DEALER A NEW
WIPER MOTOR WILL BE OUT SOON AND GAVE DEALER THE P/N FOR THE NEW WIPER
CONNECTOR.**

11/18/2002 10:33:11 HISTORY - BEERE

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE
END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL
BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES
AVAILABLE.**

ADVISE THE TECHNICIAN OF THE FOLLOWING:

**1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON**

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AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

15305415 2002 MODEL YEAR

89988271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6043295	VIN Number:	1GKES16S120116357
Date Opened:	11/18/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	G51178	Mileage:	8460
Address:	PAUL MOAK OF RIDGELARIDGELAND	State:	MS
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER INOP AFTER WIPER MOTO

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/18/2002 11:22:45 SBD TEMPLATE - MEISSNER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DON MC COY TECH

CUSTOMER CONCERN - WIPER INOPERATIVE IN ALL POSITION.

DEALER COMMENT&DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH STATED HE CHECKED FOR POWER AT THE WIPER MOTOR. TECH STATED THAT HE REPLACED THE WIPER MOTOR FOR THIS CONCERN AND NOW THE WIPER DO NOT WORK. TECH STATED THAT HIS SI 2000 IS DOWN. TECH STATED HE IS LOOKING FOR THE WIRING DIAGRAM.

TAC RECOMMENDATION - TAC ADVISED OF P100413 WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION. TAC FAXED WIRING DIAGRAM TO TECH FOR MORE TROUBLESHOOTING HELP. TAC ADVISED TO CALL BACK.

11/18/2002 11:22:45 HISTORY - MEISSNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6943484	VIN Number:	1GNES16S036114068
Date Opened:	11/18/2002	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B08133	Mileage:	2780
Address:	EDWARDS CHEVROLET COBIRMINGHAM	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT--- WIPER WIPERS INOP PK0413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/18/2002 11:49:29 8BD TEMPLATE - REGAN

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

PAUL MORROW

CUSTOMER CONCERN -

WIPERS INOP.

**DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

THE WIPER MOTOR HAS BEEN REPLACED TWICE AND THE COW IS DRAINING PROPERLY.

TAC RECOMMENDATION -

ADVISE ON PI00413.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE
END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL
BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES
AVAILABLE.**

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

**EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD**

**NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.**

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

PE03-042 / GM644

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

11/18/2002 11:49:29 HISTORY - REGAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6944445	VIN Number:	1GNET18SX26117331
Date Opened:	11/18/2002	Model Year:	2002
Date Closed:	2/11/2003	Series:	T1
Dealer Code:	B09401	Mileage:	4628
Address:	JACK MAXTON CHEVROLEWORTHINGTO	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER REPEAT WIPER MOTOR REPLACEMENT FOR WATE

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/18/2002 14:31:13 8BD TEMPLATE - BURKETT

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

8 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) JEFF CRAIG-S/M

CUSTOMER CONCERN - WIPERS INOP.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**DUPLICATED COND. REPLACED WIPER MOTOR TWICE FOR WATER INGESTION. BACK
AGAIN SAME COND. CALLING FOR UPDATED P/N WIPER MOTOR.**

TAC RECOMMENDATION -

ADVISED DLR OF INFO FROM P/I 00413 FOR THIS COND.

BODY AND ACCESSORIES WIPER / WASHER INOPERATIVE

THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE
END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL
BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES**

PE63-842 / GM644

BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO THE PLATFORM LIAISON.

11/18/2002 14:31:13 HISTORY - BURKETT

01/21/2003 15:05:08 DALEY - CUST DID NOT RETURN CLOSED

INVALID

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6946861	VIN Number:	1GNES16SX26132253
Date Opened:	11/19/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B26536	Mileage:	7205
Address:	WALKER-JONES CHE-BUIWAYCROSS	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER INOPERATIVE PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/18/2002 09:37:50 SBD TEMPLATE - LESZCYNski

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) TECHNICIAN DAVID

CUSTOMER CONCERN - WIPERS INOPERATIVE

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DEALER STATES THAT HE IS GETTING WATER IN THE
MOTORS DEALER IS ASKING FOR BULLETIN OR PI INFORMATION**

TAG RECOMMENDATION -

ADVISED DEALER ON PI00413 NEW WATERPROOF MOTOR

11/19/2002 09:37:50 HISTORY - LESZCZYNSKI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6646691	VIN Number:	1GNDT13S522385551
Date Opened:	11/19/2002	Model Year:	2002
Date Closed:	11/29/2002	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B47062	Model:	7822
Address:	BRAEGER CHEV INC MILWAUKEE	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT---- INOPERATIVE INTERMITTENT WIPER FRONT WIPERS I

RESOLUTION ABSTRACT- W/S WIPER RELAY RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/19/2002 09:33:53 SBD TEMPLATE - RADZWILOWICZ

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME: CRAIG POZARSKI TECH

CUSTOMER CONCERN - THE CUSTOMER STATES THAT THE FRONT WINDSHIELD WIPERS ARE INOP AT TIMES.

DEALER COMMENTS/DIAGNOSIS - THE TECH HAS REPLACED THE MULTIFUNCTION SWITCH AND THE IGNITION SWITCH ON A PREVIOUS VISIT. THE TECH HAS CHECKED FOR PINCHED WIRES IN THE STEERING COLUMN. THE TECH HAS TRIED A GOOD KNOWN MOTOR WHEN THE CONCERN HAPPENED AND IT WAS IN-OP UNTIL HE PULLED ON THE WIRING IN THE STEERING COLUMN. THE TECH STATES THAT HE VEHICLE IS WORKING OK NOW.

TAC RECOMMENDATION -

1) ADVISE THE TECH TO CHECK THE WIRING AND PIN FITS AT C201.

2) ADVISE THE TECH TO DUPLICATE THE CONCERN AND BACK TRACE FROM THE WIPER MOTOR BACK FOR A LOSS OF POWER AND GROUND.

3) ADVISE THE TECH TO VOLT DROP THE GROUND TO THE WIPER MOTOR WHILE OPERATING FOR A HIGH READING.

4) CHECK G102. AND ADVISED THE TECH ON P/I: PI00413 IF NOT COLUMN RELATED.

RELATED.

11/19/2002 10:31:17 EPLIN II -CALLER'S NAME (FIRST, LAST, AND
POSITION)

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

TECH STS THAT HE FOUND CODES U1016 U1162 IN THE LGM AND WANTED TO KNOW IF
THEY WOULD HAVE AN EFFECT ON THE WIPERS. TECH STS THAT HE DISCOVERED
WHEN GOING THROUGH THR TROUBLE CHART.

NEW RECOMMENDATIONS-TAC ADVISED TECH:

1) NO SHOULD NOT HAVE AN EFFECT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6046514	VIN Number:	1GKET16S126120390
Date Opened:	11/19/2002	Model Year:	2002
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G06527	Mileage:	5906
Address:	FREEHOLD PONTIAC-BUJFREEHOLD	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

11/19/2002 10:40:02 SBD TEMPLATE - SHERMAN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

AL CATTONAR TECH

CUSTOMER CONCERN -

WIPERS ARE INOP AGAIN

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

TECH HAS REPLACED THE WIPER MOTOR 1X

TAC RECOMMENDATION -

TAC ADVISED OF PI00413

11/19/2002 10:40:02 HISTORY - SHERMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6846883	VIN Number:	1GKET16S726137372
Date Opened:	11/19/2002	Model Year:	2002
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G06198	Mileage:	10550
Address:	ROUTE 1 PONTIAC-BUICKWOODBRIDGE	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT--- FRONT INOPERATIVE UNWANTED WINDSHIELD WIPER F

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

11/19/2002 11:18:01 SBD TEMPLATE - RAUCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) JEREMY NEAL TECH

CUSTOMER CONCERN - HE STS THE FRONT WIPER AND WASHER INOPERATIVE.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

HE STS NO DTC'S PRESENT. HE STS NO PARTS HAVE BEEN REPLACED AS OF YET. HE IS INQUIRING ON ANY INFORMATION FOR THE CONCERN.

TAG RECOMMENDATION -

-ADVISED OF PI-PI00413 WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

PE03-042 / GM644

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

PIGTAIL PART INFORMATION:

15306415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

11/19/2002 11:18:01 HISTORY - RAUCH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6947419	VIN Number:	1GKET16S526113460
Date Opened:	11/19/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	D33403	Mileage:	3310
Address:	HURD BUICK CHEVROLET/JOHNSTON	State:	RI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FRONT WIPERS INO

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/19/2002 12:59:14 SBD TEMPLATE - RADZWILOWICZ

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME: JOHN OVERY TECH

CUSTOMER CONCERN - THE CUSTOMER STATES THAT THE WIPERS ARE IN AGAIN FOR A THIRD TIME.

DEALER COMMENTS/DIAGNOSIS - THE TECH HAS REPLACED THE WIPER MOTOR TWO TIMES AND HAS ALSO REPAIRED THE CONNECTOR TWICE. THE TECH STATES THAT THE WIPER MOTOR IS FULL OF WATER AGAIN.

TAC RECOMMENDATION -

1) ADVISE THE TECH TO MAKE SURE THE COWL DRAINS ARE CLEAR.

2) ADVISE THE TECH ON PA: PI00413 FOR UPDATED WATER TIGHT WIPER MOTOR.

11/18/2002 12:59:14 HISTORY - RADZWILOWICZ

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6048546	VIN Number:	1GNET16S036100135
Date Opened:	11/19/2002	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B11441	Mileage:	3872
Address:	PIEMONTE'S DUNDEE CHEAST DUNDEE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— MOTOR WIPER WATER IN WIPER MOTOR PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/19/2002 15:48:28 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

30+ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

_N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME JOHN MEYER

CUSTOMER CONCERN - WIPERS NOT WORKING

DEALER COMMENTS/DIAGNOSIS - TECH STATES THE WIRE HARNESS FOR THE MOTOR IS FULL OF WATER. TECH LOOKING FOR UPDATED PARTS ON THIS CONCERN.

TAG RECOMMENDATION - PER P100413 NEW PART FOR A WATER PROOF MOTOR ARE STILL NOT AVAILABLE.

11/19/2002 15:48:28 HISTORY - RADZIOCH

11/20/2002 17:25:03 PIZZINO - REVIEWED CASE, LEFT MSG WITH

LIAISON TO SEE IF THERE WERE ANY UPDATES.

11/21/2002 09:04:11 PIZZINO - RECEIVED MSG FROM LIAISON.

CURRENTLY P100413 IS THE LATEST INFO.

11/21/2002 13:22:07 PIZZINO - RECEIVED MSG FROM LIAISON.

UPDATED MOTOR TO BE AVAIL IN EARLY DECEMBER.

11/21/2002 16:28:00 KAY - CASE UPDATE -

CALLER'S NAME (FIRST, LAST, AND POSITION)

JOHN MEYER

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

30+ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL

PE03-042 / GM644

**RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAG (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)**

**TECH JOHN MEYER STS VEHICLE IS STILL AT DLR, TECH CALLED FOR WIPER MOTOR
PART NUMBER,**

NEW RECOMMENDATIONS

RE-ADVISED TECH PER PI00413(WIPER INOP),

**TECH STATED HE WOULD ORDER CURRENT PART NUMBER AND REPAIR VEHICLE WHEN
NEW WIPER MOTOR ARRIVES,**

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK
ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.
DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF
THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6849571	VIN Number:	1GNES16S828117881
Date Opened:	11/20/2002	Model Year:	2002
Date Closed:		Series:	Trellblazer Ext 2WD
Dealer Code:	B17082	Mileage:	9353
Address:	LUCAS CHEVROLET-CADICOLUMBIA	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/20/2002 09:12:54 SBD TEMPLATE - SEALIE

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

DAVE DAHLGREN - TECH

CUSTOMER CONCERN -

WIPERS INOP

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**DEALER STATES THE WIPER CIRCUIT HAS POWER AT THE SWITCH, A GOOD GROUND,
BUT NO INPUT FROM THE MULTIFUNCTION SWITCH. DEALER ALSO STATES THE
CONNECTOR HAD WATER DAMAGE A CORROSION IN THE WIRING AND TERMINALS.**

TAC RECOMMENDATION -

**ADVISED DEALER OF P100413 FOR THE REPLACEMENT PIGTAIL FROM GMSPC. ALSO
ADVISED DEALER TO REPLACE THE WIPER MOTOR.**

11/20/2002 09:12:54 HISTORY - SEALIE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6049398	VIN Number:	1GNES16S136116637
Date Opened:	11/20/2002	Model Year:	2003
Date Closed:	1/8/2003	Series:	S1
Dealer Code:	B25218	Mileage:	3814
Address:	W. HARE AND SON, INC NOBLESVILLE	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPER INOP P1004

RESOLUTION ABSTRACT- W/S WIPWASH PUMP RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/20/2002 09:15:54 SBD TEMPLATE - RICKETTS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) JOE WALLACE TECH

CUSTOMER CONCERN - WIPER INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

HAS FOUND WATER IN CONNECTOR AT WIPER MOTOR. DLR LOOKING FOR SUGG.

TAC RECOMMENDATION - PI00413 WHICH IS LISTED BELOW

11/20/2002 09:15:54 HISTORY - RICKETTS

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE
END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL
BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES
AVAILABLE.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

PE03-042 / GM644

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

15306415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6849988	VIN Number:	1GNES16S826110089
Date Opened:	11/20/2002	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B17292	Millage:	10795
Address:	MARK CUNNINGHAM CHEVASHLAND CIT	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WATER WINDSHIELD WIPER FRONT WIPE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/20/2002 10:10:38 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

6 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

KEVIN EIDSON TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE FRONT WIPERS ARE INOP.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**DLR. STS. THAT THE WIPER MOTOR HAS WATER INTRUSION. DLR. STS. THAT THIS
IS THE THIRD REPAIR FOR SAME CONCERN ON THIS VEHICLE.**

TAC RECOMMENDATION -

REVIEWED PI00413 (WIPER MOTOR REPLACEMENT AND CONNECTOR RESEAL) WITH DLR.

11/20/2002 10:10:39 HISTORY - GARBARINO

11/20/2002 10:35:58 WACHTMEISTER - CASE UPDATE

ADVISED TECH OF P/I AND ISSUE WITH WATER TECH WAS CONFUSED.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6958294	VIN Number:	1GNET18S038102483
Date Opened:	11/20/2002	Model Year:	2003
Date Closed:	4/3/2003	Series:	T1
Dealer Code:	B02375	Mileage:	622
Address:	PARTYKA CHEVROLET INHAMDEN	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER ERRATIC P100413

RESOLUTION ABSTRACT- W/S WIPER MOTOR R&R

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/20/2002 11:01:10 SBD TEMPLATE - LESZCZYNSKI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) TECHNICIAN CHARLEY

CUSTOMER CONCERN - WIPER ERRATIC

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DEALER FOUND WATER IN THE PLUG DEALER IS
ASKING FOR BULLETIN OR PI INFORMATION

TAC RECOMMENDATION -

ADVISED ON PI 00413 NEW MOTOR AND PIGTAIL

11/20/2002 11:01:10 HISTORY - LESZCZYNSKI

03/27/2003 10:57:48 ERMAN -

CALLER'S NAME (FIRST, LAST, AND POSITION) CHARLIE LABELLA SF

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

CHARLIE SAID THE WIPERS ARE INOPERATIVE AGAIN. CHARLIE WAS CALLING TO
SEE IF WE HAD ANY NEW INFORMATION ON THIS CONCERN.

NEW RECOMMENDATIONS

ADVISED I GAVE INFORMATION FROM PID0419

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #18094704

OLD 12487888

WITH RAIN SENSE (RPO = CE1) NEW PART# 16094705 OLD

12487887

PIGTAIL

15308415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

04/03/2003 18:16:42 LESZCZYNSKI - FAXED IN CASE CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6051583	VIN Number:	1GNDT138722123035
Date Opened:	11/20/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B03509	Mileage:	20487
Address:	JOHNNY LONDOFF CHEVRFLORISSANT	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— OPERATION WIPER ERRATIC - PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/20/2002 14:12:33 SBD TEMPLATE - ELLIOTT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME - GARY BARNES - TECH

CUSTOMER CONCERN - WIPERS ERRATIC

**DEALER COMMENTS/DIAGNOSIS - GARY STS THE WIPERS WORK ERRATIC AND THE
WASHERS ARE INOP.**

TAC RECOMMENDATION - TAC ADV GARY OF INFO FROM PI00413.

11/20/2002 14:12:33 HISTORY - ELLIOTT

PI00413 STS:

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE
END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL
BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES
AVAILABLE.**

ADVISE THE TECHNICIAN OF THE FOLLOWING:

**1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON**

PE83-843 / GM644

Page 992 of 1391

AREA. THE DRAINS ARE ON
EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD
NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF
REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS
CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6851799	VIN Number:	1GKET168136114879
Date Opened:	11/20/2002	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G06573	Mileage:	3706
Address:	CAPITALAND MOTORS, IGLENTVILLE	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER FRONT WIPER INOP UNW

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

11/20/2002 14:43:43 SBD TEMPLATE - ROSS

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DAVID ALEXANIAN

CUSTOMER CONCERN - WIPER INOP AND WASHER RUNS CONTINUOUSLY

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**1ST TIME IN TECH FOUND WATER IN THE WIPER MOTOR CONNECTOR, HE REPLACED
THE WIPER MOTOR AND CLEANED AND DRIED THE CONNECTOR. VEH IS BACK WITH
THE ABOVE CONCERN, TECH STATES WATER INTRUSION IS AGAIN EVIDENT IN THE
WIPER CONNECTOR. TECH CALLING FOR KNOWN CONCERNS.**

TAC RECOMMENDATION -

PI00413

WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE
END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL
BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES
AVAILABLE.**

ADVISE THE TECHNICIAN OF THE FOLLOWING:

PE03-042 / GM644

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY.

-PIGTAIL PART INFORMATION:

15306415 2002 MODEL YEAR

88866271 2003 MODEL YEAR

REPORT

11/20/2002 14:43:43 HISTORY - ROSS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6052481	VIN Number:	1GHDT13S622332022
Date Opened:	11/20/2002	Model Year:	2002
Date Closed:		Series:	Bravada 4WD 4DR
Dealer Code:	B13016	Mileage:	14076
Address:	GLEN CAMPBELL CHEVROWILLIAMSVILL	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- WIPER WIPERS INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

11/20/2002 16:22:09 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

TED PEREZ TECH

CUSTOMER CONCERN -

WIPERS INOP...

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH CAN DUPLICATE, STATES THERE IS ONLY 5 VOLTS TO THE WIPER MOTOR ON CKT 143...TECH STATES HE HAS REPLCED THE WIPER MOTOR AND THE REAR FUSE BLOCK, DIDN'T FIX THE CONCERN. TECH STATES IF HE TAKES A JUMPER WIRE FROM THE BATTERY TO THE REAR FUSE BLOCK, POWERING UP THE "FRT/WPR" FUSE WITH B+, THE WIPERS WORK OKAY.....TECH STATES THERE IS ONLY 5 VOLTS AT THE "FRT/WPR" FUSE.....

TAC RECOMMENDATION -

ADVISED TECH TO JUMPER FROM THE IGNITION SWITCH FEED CKT TO THE REAR FUSE BLOCK AND SEE IF THERE IS STILL 5 VOLTS AT THE REAR FUSE BLOCK.....

11/20/2002 16:22:09 HISTORY - WILSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6053169	VIN Number:	1GNDT13S422371981
Date Opened:	11/21/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B15170	Mileage:	11901
Address:	KEN POLLOCK CHEVROLET/PITTSBURGH	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/21/2002 08:51:51 SBD TEMPLATE - ELLIOTT

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME - BILL BREEN TECH

CUSTOMER CONCERN - WIPER OPERATION.

**DEALER COMMENTS/DIAGNOSIS - BILL STS THE WIPER MOTOR HAS FILLED WITH
THREE TIMES.**

TAC RECOMMENDATION - TAC ADV BILL OF PI00413.

11/21/2002 08:51:51 HISTORY - ELLIOTT

PI00413 STS:

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE
END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL
BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES
AVAILABLE.**

ADVISE THE TECHNICIAN OF THE FOLLOWING:

**1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON**

PE83-842 / GM644

AREA. THE DRAINS ARE ON
EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD
NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF
REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS
CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

15808415 2002 MODEL YEAR

89088271 2003 MODEL YEAR

11/27/2002 11:16:45 RATHKA

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6053750	VIN Number:	1GNES16S436137808
Date Opened:	11/21/2002	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B24027	Mileage:	800
Address:	BARBERA CHEVROLET INNAPOLEONVILL	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER MOTOR FULL OF WATER PI00413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/21/2002 10:28:01 SBD TEMPLATE - STEVENS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) LARRY SAMANIE

CUSTOMER CONCERN - WIPERS INOP

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

TECH FOUND WIPER MOTOR FULL OF WATER

TAC RECOMMENDATION - PI00419

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE
END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL
BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES
AVAILABLE.**

ADVISE THE TECHNICIAN OF THE FOLLOWING:

**1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON**

**EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD**

**NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.**

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

PE83-842 / GM644

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS CONDITION.

11/21/2002 10:28:01 HISTORY - STEVENS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6853757	VIN Number:	1GKES16S136124296
Date Opened:	11/21/2002	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	G53363	Mileage:	4060
Address:	MCELVEEN PON-BUI-GMCSUMMERYVILLE	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT— MOTOR WIPER WIPER MOTOR INOP WATER INTRUSION

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/21/2002 10:28:42 88D TEMPLATE - RADZWILOWICZ

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME: STEVE EASTERBY

CUSTOMER CONCERN - THE CUSTOMER STATES THAT THE WIPER MOTOR IS IN-OP.

**DEALER COMMENTS/DIAGNOSIS - THE TECH HAS REPLACED THE WIPER FOR WATER
INTRUSION. THE TECH STATES THAT THE VEHICLE IS BACK WITH WATER IN THE
WIPER MOTOR AGAIN. THE TECH IS CALLING FOR SUGGESTIONS.**

TAC RECOMMENDATION -

1) ADVISE THE TECH ON THE NEW WATER PROOF WIPER MOTOR PER: PI00413

11/21/2002 10:28:42 HISTORY - RADZWILOWICZ

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6854522	VIN Number:	1GKDT13S322415174
Date Opened:	11/21/2002	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	G40012	Mileage:	8312
Address:	MICHAEL HOHL MOTOR CCARSON CITY	State:	NV
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/21/2002 12:23:09 88D TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) TONY FURNESS

CUSTOMER CONCERN - FRONT WIPER INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) NO DTC'S. TECH HAS VERIFIED CONCERN. NO REPAIRS/PARTS.

TAC RECOMMENDATION - ADVISED TECH OF PI00413, CONDITION/CONCERN: WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

15306415 2002 MODEL YEAR

68986271 2003 MODEL YEAR

11/21/2002 12:23:08 HISTORY - GLEDHILL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6056605	VIN Number:	1GNET16S726119540	
Date Opened:	11/22/2002	Model Year:	2002	
Date Closed:		Series:	Traiblazer Ext 4WD	
Dealer Code:	B11447	Mileage:	8227	
Address:	R L REISING SALES INBEECHER	IL	State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/22/2002 09:14:35 SBD TEMPLATE - MEISSNER

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) JACK HAFFER TECH

CUSTOMER CONCERN -WIPER INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH STATED HE HAS REPLACED THE WIPER MOTOR ONCE ALREADY AND BLAZER IS BACK WITH THE SAME CONCERN. TECH STATED HE RECHECKED THE WIPER AND WIRE HARNESS AND THE WIPER MOTOR IS AT FAULT AGAIN.

TAC RECOMMENDATION - TAC ADVISED OF PI00413 WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION. TAC ADVISED TO CALL BACK.

11/22/2002 09:14:35 HISTORY - MEISSNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6857191	VIN Number:	1GNET16S826113925	
Date Opened:	11/22/2002	Model Year:	2002	
Date Closed:		Series:	Traillblazer Ext 4WD	
Dealer Code:	B14074	MPRange:	9295	
Address:	JOE BOWMAN CHEVROLETHARRISONBU		State:	VA
Dealer Phone:				

SYMPTOM ABSTRACT— MOTOR WINDSHIELD WIPER WIPERS INOP CONNECTOR

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/22/2002 10:44:48 SBD TEMPLATE - HALLER

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) TOM ANHOLD - TECH

CUSTOMER CONCERN - WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DLR STS HE HAS VERIFIED THE CONCERN AND THE CONNECTOR IS CORODED. DLR
SEEKING A CORRECTION.

TAC RECOMMENDATION - TAC ADV DLR TO REPL WIPER MOTOR AND CONNECTOR &
REPAIR COWL DRAIN THAT MAY BE BACKING UP CAUSING A CONCERN PER PI00413.

11/22/2002 10:44:48 HISTORY - HALLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6058102	VIN Number:	1GNET16S626114300
Date Opened:	11/22/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B02049	Mileage:	7143
Address:	BARTON BIRKS CHEVROLNEWBURGH	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- WATER WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

11/22/2002 13:35:21 8BD TEMPLATE - DIDOMINICIS

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

BILL SCARP TECH

CUSTOMER CONCERN -

CUSTOMER STATES WIPERS ARE INOP.

**DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**TECH STATES THEY HAVE REPEATEDLY REPLACED THE WIPER MOTOR AND THE PIGTAIL
FROM WATER INTRUSION.**

TAC RECOMMENDATION -

**RECOMMENDED TECH TO REPLACE THE PIGTAIL FOR THE WIPER MOTOR, AND TO BE
SURE THE PLENUM DRAINS ARE CLEAR PER PK00413**

11/22/2002 13:35:21 HISTORY - DIDOMINICIS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6858648	VIN Number:	1GNET16S136114450
Date Opened:	11/22/2002	Model Year:	2003
Date Closed:	11/26/2002	Series:	T1
Dealer Code:	B19144	 mileage:	1206
Address:	TOWN & COUNTRY CHEVROMILWAUKIE	State:	OR
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE OPERATION UNWANTED WASHER WIPER F

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

11/22/2002 17:46:35 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

DON MCBRIDE TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE WIPERS ARE INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DLR. STS. THAT THE FUSE WAS BLOWN FOR THE FRONT WIPERS. DLR. STS. THAT
THE FRONT WASHER PUMP WILL RUN CONTINUESLY UNTILL THE RELAY IS PULLED.
DLR. STS. THAT THE WASHER WILL KEEP RUNNING AFTER THE FIRST USE OF THE
WASHER. DLR. IS LOOKING FOR DIRECTION.

TAC RECOMMENDATION -

AFTER DISCUSSING P100413 (WATER INTRUSION) WITH DLR., WHO STS. THAT THERE
IS NOT A CONNECTOR FOR THE WIPER MOTOR, ADVISED DLR. TO CHECK FOR GROUND
FROM THE WIPER MOTOR. ADVISED DLR. TO CHECK PIN J OF THE WIPER MOTOR FOR
GROUND TO THE RELAY. ADVISED DLR. TO CHECK THE BCM DATA LIST FOR
COMMANDED ON SIGNAL TO THE WASHERS.

11/22/2002 17:46:35 HISTORY - GARBARINO

11/22/2002 18:32:27 LEIBENGOOD -

CALLER'S NAME (FIRST, LAST, AND POSITION)

TECH DON MCBRIDE

PE83-642 / GM644

TECH DON MCBRIDE

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

TECH UNABLE TO LOCATE WIPER DATA WITH TECH2. WASHER PUMP CONTINUALLY
RUNS EVEN WITH KEY OFF.

NEW RECOMMENDATIONS

REC: TECH DISCONNECT C201. IF WASHER CONTINUES, POSSIBLE BAD WIPER
MOTOTR MODULE.

TECH TO ADVISE

02/03/2009 18:22:57 COWGER

-CALLER'S NAME (FIRST, LAST, AND POSITION)

DON MCBRIDE

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

PE93-042 / GM1644

Page 928 of 2307

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

DLR STS VEHICLE HAS RETURNED WITH WATER IN WIPER MOTOR .

NEW RECOMMENDATIONS

ADV TECH OF PI00413 FOR UPDATED WIPER MOTOR ASSEMBLY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6058890	VIN Number:	1GNET16S326137405
Date Opened:	11/25/2002	Model Year:	2002
Date Closed:	12/13/2002	Series:	Trailblazer Ext 4WD
Dealer Code:	B02273	MPeage:	5000
Address:	GLOBAL AUTO MALL NORTH PLAINFIE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER PI00413

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/25/2002 08:55:17 SBD TEMPLATE - COLE

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

B NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

GREG , TECH

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

GREG STATES MOTOR HAS WATER INTRUSION CONCERN , HAS BEEN REPLACED 2X ON
PAST VISITS.

TAG RECOMMENDATION -

ADVISED OF INFO FROM PI00413.

TECH WILL CONTACT AVM , MAY TAKE KG MOTOR FROM LOT UNIT UNTIL REVISED

MOTOR IS AVAILABLE.

11/25/2002 08:55:17 HISTORY - COLE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6839899	VIN Number:	1GNDS13S832112334	
Date Opened:	11/25/2002	Model Year:	2003	
Date Closed:		Series:	Blazer 2WD 4DR Trailblaz	
Dealer Code:	B24541	Mileage:	7249	
Address:	TOM MORRICK CHEVROLEASHDOWN		State:	AR
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/25/2002 11:18:47 SBD TEMPLATE - HAJJ

STRATEGY BASED DIAGNOSTICS

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) ROBERT BLANTON

CUSTOMER CONCERN - WIPER MOTOR INOP.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

DLR STS IS CALLING IN FOR ANY NEW INFO ON THIS ISSUE.

TAC RECOMMENDATION - ADVISED DLR OF PI # PI00413. HAJJ 40772

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK
ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.
DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF
THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.**

ADVISE THE TECHNICIAN OF THE FOLLOWING:

**1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON**

PE03-842 / GM644

AREA. THE DRAINS ARE ON
EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD
NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF
REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS
CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

16306416 2002 MODEL YEAR

88888271 2003 MODEL YEAR

11/25/2002 11:18:47 HISTORY - HAJI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6063455	VIN Number:	1GNET16SX20106572
Date Opened:	11/26/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B32443	MBays:	8467
Address:	MILLER CHEVROLET-BUWOLFEBORO	State:	NH
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT WIPER ERRATIC OR RUNS UNWANTED P

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/26/2002 11:22:04 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DON WARREN, TECHNICIAN.

CUSTOMER CONCERN - WIPERS ERRATIC, OR WIPERS RUNS WITH SWITCH.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DLR STS HE CAN DUPLICATE THE CONCERN, ALREADY REPLACED THE WIPER MOTOR ON
THE LAST VISIT A FEW DAYS AGO, BUT IT RETURNED AFTER ANOTHER HARD RAIN.

TAC RECOMMENDATION -

PI00413 STS ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY. R.K.

PE03-042 / GM644

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6664477	VIN Number:	1GKES16S936120559	
Date Opened:	11/26/2002	Model Year:	2003	
Date Closed:		Series:	S1	
Dealer Code:	G11400	Mileage:	4396	
Address:	HENDRICK PONTIAC-BUICKARY	N	State:	NC
Dealer Phone:				

SYMPTOM ABSTRACT--- WIPER WIPERS INOP ON VEH PI00413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

11/26/2002 13:45:54 SBD TEMPLATE - MASON

STRATEGY BASED DIAGNOSTICS

_ 1 _ NUMBER OF TIMES IN FOR THE SAME CONDITION

1 _ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

_ N _ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST

BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

JOE BAUGHAN (SERVICE)

CUSTOMER CONCERN -

WIPERS INOP ON VEH.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

TECH STATED WIPER MOTOR IS FULL OF WATER TECH STATED NO BULLETINS OR P/IS
WERE FOUND TECH IS LOOKING FOR CASES.

TAG RECOMMENDATION -

TECH TO REPLACE WIPER MOTOR AND CONNECTOR THEN MAKE DRAIN IN COWL FOR
WATER TO EXIT.

I GAVE TECH P/I 000413

11/28/2002 13:45:54 HISTORY - MASON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6678182	VIN Number:	1GKET16S926127717
Date Opened:	11/29/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G10139	MPRange:	7481
Address:	PERUZZI PONTIAC-BUICK/AIRLESS HILLS	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WINSHIELD WIPER INOP P10041

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

11/29/2002 10:58:45 88D TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DONALD WASSUM

CUSTOMER CONCERN - WINDSHIELD WIPERS INOP SECOND TIME

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH REPLACED THE MOTOR ON A PRIOR VISIT AND THE VEHICLE HAS RETURNED WITH THE SAME CONCERN.

TAC RECOMMENDATION - ADVISED TECH OF PI - PI00413, CONDITION/CONCERN: WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

16306416 2002 MODEL YEAR

06998271 2003 MODEL YE

11/29/2002 10:56:45 HISTORY - GLEDHILL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6876511	VIN Number:	1GKES16S738121127	
Date Opened:	11/29/2002	Model Year:	2003	
Date Closed:		Series:	Envoy XL 2WD	
Dealer Code:	G50227	Mileage:	1864	
Address:	VICTORY PONTIAC GMC MONTEVALLO		State:	AL
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS ARE INOP AT TIMES PM

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/29/2002 12:24:33 SBD TEMPLATE - REGAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

RICK TRAMMELL

CUSTOMER CONCERN -

FRONT WIPERS ERRATIC.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

WIPER INOP AT TIMES. WIPERS WONT SHUT OFF AT TIMES.

TAC RECOMMENDATION -

ADVISE ON P100413.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF

NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE

FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK

ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.

DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF

THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

PE03-042 / GM644

DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

11/29/2002 12:24:33 HISTORY - REGAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6071758	VIN Number:	1GNET16S536130859
Date Opened:	12/2/2002	Model Year:	2003
Date Closed:	1/6/2003	Series:	T1
Dealer Code:	B14553	Mileage:	709
Address:	WILLIAMS CHEVROLET-OELKTON	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— MOTOR WIPER WIPER MOTOR FULL OF WATER P100413

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/02/2002 09:07:02 SBD TEMPLATE - BAILLOD

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) WAYNE MCGINNIS TECH

CUSTOMER CONCERN - WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

WAYNE STATES WIPER MOTOR FULL OF WATER AND DRAINS ARE CLEAR. CALLED FOR
STATIS ON NEW WIPER MOTOR.

TAC RECOMMENDATION - PI00413 BODY AND ACCESSORIES READ WIPER PI

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK
ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.
DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF
THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF
REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

12/02/2002 09:07:02 HISTORY - BAILLOD

01/06/2003 12:35:38 POULOS - VME CASE CLOSING

REPLACED WIPER MOTOR AND CONNECTOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6971872	VIN Number:	1GKET18S538129630
Date Opened:	12/2/2002	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G06198	Mileage:	3272
Address:	ROUTE 1 PONTIAC-BUICKWOODBRIDGE	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER P100413 WIPERS STOPPED MID

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

12/02/2002 08:38:41 SBD TEMPLATE - CIARKOWSKI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

- RANDY SMITH, TECHNICIAN

CUSTOMER CONCERN

- WIPERS STOPPED MID SWEEP ONE TIME

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

- DEALER HAS NOT DUPLICATED THE CONCERN

- DEALER SEEKING RELATED INFORMATION REGARDING WATER INTRUSION

TAC RECOMMENDATION

- ADVISED DEALER OF P00413: WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC

OPERATION

***RECOMMENDATION/INSTRUCTIONS:**

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK
ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.**

ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.
DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF
THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON EACH END OF THE PLENUM. WITH NORMAL "GARDEN
HOSE" WATER PRESSURE, THE PLENUM SHOULD NEVER OVERFILL IF THE DRAINS ARE
CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.
2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).
3. CLEAN THE TERMINAL ENDS.
4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF
REPLACEMENT IS NECESSARY, A PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A
COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS
CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

15308415 2002 MODEL YEAR

88996271 2003 MODEL YEAR *

12/02/2002 09:36:41 HISTORY - CIARKOWSKI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6871896	VIN Number:	1GKET16S926117673
Date Opened:	12/2/2002	Model Year:	2002
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G33180	Mileage:	12632
Address:	BECKLEY AUTO MALL, IBECKLEY	State:	WV
Dealer Phone:			

SYMPTOM ABSTRACT-- INOPERATIVE WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/02/2002 09:34:17 SBD TEMPLATE - POULOS

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) MIKE MCGRAW - TECH

CUSTOMER CONCERN - CUSTOMER STS THAT WIPERS ARE INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

- MIKE CALLED AND STS THAT MOTOR HAS BEEN REPLACED ON 2 OTHER VISITS. HE
STS THAT VEHICLE HAS RETURNED AGAIN WITH INOP WIPERS. DEALER IS LOOKING
FOR AN UPDATE.

TAC RECOMMENDATION -

- TAC ADVISED DLR OF P/I PI00413. ADVISED DLR OF UPDATE MOTOR THAT BEING
MANUFACTURED. ADVISED DLR TO REPLACE MOTOR AS NEC UNTIL NEW MOTOR IS
AVAILABLE TO SPO. ADVISED DLR TO CHECK P/I PI00413 FOR UPDATES AS NEC.

12/02/2002 09:34:17 HISTORY - POULOS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6873462	VIN Number:	1GNET16S926138923
Date Opened:	12/2/2002	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B13016	Mileage:	4516
Address:	GLEN CAMPBELL CHEVROWILLIAMSVILL	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- WINDSHIELD WIPER WIPERS INOPERATIVE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/02/2002 13:53:22 88D TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS

 2_ NUMBER OF TIMES IN FOR THE SAME CONDITION

 2_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

 N_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

LENNY BALL- TECH

CUSTOMER CONCERN -

WIPERS INOPERATIVE

**DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

TECH HAS REPLACED WIPER MOTOR ON FIRST VISIT. TERMINALS WERE INSPECTED.

TRUCK HAS RETURNED BUT TECH CAN NOT REPRODUCE CONCERN.

TAC RECOMMENDATION -

REPRODUCE IF POSSIBLE. REPLACE WIPER MOTOR AGAIN IF ANY DOUBT.

12/02/2002 13:53:22 HISTORY - ROAT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6875777	VIN Number:	1GNET16S426119382	
Date Opened:	12/3/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B11567	Mileage:	6273	
Address:	DICK WICKSTROM CHEV ROSELLE		State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413 WIPER IN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/03/2002 10:13:39 8BD TEMPLATE - KUEHNL

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

RICH MEYER - TECH

CUSTOMER CONCERN -

WIPER INOP.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

TECH FOUND WATER IN MOTOR, LOOKING FOR ADDITIONAL INFORMATION.

TAC RECOMMENDATION -

-INFORMED TECH OF PI00413.

12/03/2002 10:13:39 HISTORY - KUEHNL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6978127	VIN Number:	1GKES16S238102582	
Date Opened:	12/3/2002	Model Year:	2003	
Date Closed:		Series:	S1	
Dealer Code:	G08203	Mileage:	4876	
Address:	DOWNEY PONTIAC GMC B DOWNEY		State:	CA
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/03/2002 15:52:57 SBD TEMPLATE - EGGLING

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

CUSTOMER CONCERN - WIPERS ARE INOPERATIVE.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

THE TECH CALLED FOR LIKE CASES.

TAC RECOMMENDATION -

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER.

12/03/2002 15:52:57 HISTORY - EGGLING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6078437	VIN Number:	1GNET16S726132515
Date Opened:	12/3/2002	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B47202	Mileage:	10004
Address:	ERIKSEN CHEVROLET-BUMILAN	I State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT REPEAT WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/03/2002 16:43:31 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

CHRIS CROUSE TECH.

CUSTOMER CONCERN -

WIPER INOP INT.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

MOTOR FULL OF WATER. DEALER STATES THAT THE MOTOR HAD BEEN REPLACED 2 X.

DEALER HAS REPLACED THE CONNECTOR ON THE LAST VISIT.

TAC RECOMMENDATION -

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK
ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.
DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF
THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.**

ADVISE THE TECHNICIAN OF THE FOLLOWING:

- 1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR**

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

12/03/2002 16:43:31 HISTORY - BENNETT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6879161	VIN Number:	1GNES16S436102800
Date Opened:	12/4/2002	Model Year:	2003
Date Closed:	12/4/2002	Series:	Trafficblazer Ext 2WD
Dealer Code:	B24034	Mileage:	2618
Address:	BEST CHEVROLET, INC.KENNER	L State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT-- INOPERATIVE MOTOR WIPER FILLED WITH WATER

RESOLUTION ABSTRACT- W/S WIPER MOTOR R&R

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/04/2002 09:39:41 SBD TEMPLATE - LESZCZYNSKI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCEBSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) SHOP FOREMAN KENNY

CUSTOMER CONCERN - WIPERS INOPERATIVE

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DEALER FOUND WATER IN THE MOTOR DEALER
IS ASKING FOR BULLETIN OR PI INFORMATION

TAG RECOMMENDATION -

ADVISED DEALER ON PI 00413 NEW MOTOR

12/04/2002 09:39:41 HISTORY - LESZCYNski

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6879752	VIN Number:	1GKES16S336114840
Date Opened:	12/4/2002	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	G50111	Mileage:	2083
Address:	RAY MILLER BUICK-GMCFLORENCE	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WINDSHIELD WIPER INOP WATER

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

12/04/2002 10:59:34 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DAMIEN FORSYPHE

CUSTOMER CONCERN - WINDSHIELD WIPER INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH STATES HE PULLED THE MOTOR AND FOUND WATER RUNNING OUT OF THE WIPER MOTOR AND THE CONNECTOR.

TAC RECOMMENDATION - ADVISED TECH OF PI00413, CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

PE03-042 / GM644

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

16306415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

12/04/2002 10:59:34 HISTORY - GLEDHILL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6880194	VIN Number:	1GNET16S826121412	
Date Opened:	12/4/2002	Model Year:	2002	
Date Closed:		Series:	Trailblazer Ext 4WD	
Dealer Code:	B32147	Mileage:	5371	
Address:	SCHROEDER CHEV-OLDS-HUDSON		State:	NY
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/04/2002 11:58:47 SBD TEMPLATE - COWGER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

BOB OVERBAUGH-TECH

CUSTOMER CONCERN -

WIPERS INOP

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**DLR STS HE HAS FOUNS CONNECTION HAS CORRISION IN IT AND WIPER MOTOR HAS
WATER IN IT , THIS IS THE SECOND TIME .**

TAC RECOMMENDATION -

**ADV TECH TO REPALCE WIPER MOTOR WITH UPDATE WIPER MOTOR AND REPAIR
CONNECTION .**

DLR TO CALL BACK WITH P100413 .

12/04/2002 11:58:47 HISTORY - COWGER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6081857	VIN Number:	1GNDT13S322163803
Date Opened:	12/4/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B15111	Mileage:	28761
Address:	BILL COOKE CHEV-OLDSITHACA	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

12/04/2002 16:18:56 SBD TEMPLATE - HOFFMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME -TECHNICIAN DON LANDMESSER

CUSTOMER CONCERN - CUSTOMER STATES WIPERS INOPERATIVE.

DEALER COMMENTS/DIAGNOSIS - TECHNICIAN STATES HE CAN DUPLICATE.

TECHNICIAN STATES HE FOUND WATER IN CONNECTOR.

TAG RECOMMENDATION - I READ PI PI00413.

12/04/2002 16:18:56 HISTORY - HOFFMAN

PI00413

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

PE03-042 / GM644

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY.

12/23/2002 13:19:50 RATHKA

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6982415	VIN Number:	1GNET10S926111309	
Date Opened:	12/5/2002	Model Year:	2002	
Date Closed:		Series:	Trailblazer Ext 4WD	
Dealer Code:	B32453	Mileage:	4259	
Address:	PAUL MAGUIRE CHEVROLMARSHFIELD		State:	MA
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

12/05/2002 08:04:32 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

CHARLES CHUBBUCK

CUSTOMER CONCERN -

WIPERS REPEAT FALLER

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

CUSTOMER CLAIMS WIPERS REPEAT FALLER. STATES HAS REPAIRED THE CONNECTOR.

TAC RECOMMENDATION -

TAC ADVISES P100413 WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC

OPERATION.

TECHNICIAN TO CALL BACK.

12/06/2002 08:04:32 HISTORY - MILLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6083216	VIN Number:	1GNET16S728121504
Date Opened:	12/5/2002	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B16551	Mileage:	7030
Address:	PARKS CHEVROLET INC KERNERSVILLE	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPER INOP P100413

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

12/05/2002 10:46:02 SBD TEMPLATE - LAWSON

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

MARK MOODY

CUSTOMER CONCERN -

WIPER MOTOR INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DLR REPLACED MOTOR 2X

DLR STS WATER IN WIPER MOTOR

TAC RECOMMENDATION -

PER PK00413

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK
ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.
DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF
THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
PE03-042 / GM644

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

12/06/2002 10:48:02 HISTORY - LAWSON

12/18/2002 09:16:49 SHERMAN -

CALLER'S NAME (FIRST, LAST, AND POSITION)

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

6 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL DETAILS OF THE CONCERN)

TECH IS LOOKING FOR A PARTS UPDATE.

NEW RECOMMENDATIONS

TAC ADVISED OF PI PI00413

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6023913	VIN Number:	1GNES16S120124509	
Date Opened:	12/5/2002	Model Year:	2002	
Date Closed:	12/13/2002	Series:	S1	
Dealer Code:	B14290	Mileage:	7299	
Address:	PRIORITY CHEVROLET CHESAPEAKE		State:	VA
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER WIPER INOP 8 RD TIME WIPER MOTOR WATER

RESOLUTION ABSTRACT- W/SHLD WPR MOD RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/05/2002 12:27:47 SBD TEMPLATE - BURKETT

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) ED PAVEY-S/F

CUSTOMER CONCERN - FRONT WIPER INOP

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**REPLACED WIPER MOTOR TWICE FOR THIS COND FOR WATER INTRUSION. BACK AGAIN
SAME COND.**

TAC RECOMMENDATION -

ADVISED DLR OF NEW WATERPROOF MOTOR COMING OUT IN DEC? PER P/I 00413.

CALL PARTECH TO FIND OUT IF THE PART IS AVAILABLE YET OR NOT. P/I ADVISES

**CHECKING TO MAKE SURE AN OLD MOTOR IS NOT OBTAINED BUT HAS NO PART NUMBER
OR PHYSICAL DIFFERENCE DESCRIPTION TO STOP THIS FROM OCCURING.**

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK
ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.
DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF
THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.**

ADVISE THE TECHNICIAN OF THE FOLLOWING:

- 1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR**

PE03-042 / GM644

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

12/05/2002 12:27:47 HISTORY - BURKETT

12/10/2002 15:03:56 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6884844	VIN Number:	1GNET16S726127089	
Date Opened:	12/5/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B09272	Mileage:	6828	
Address:	JERRY HEPLIN COURTESY CINCINNATI		State:	OH
Dealer Phone:				

SYMPTOM ABSTRACT--- INOPERATIVE WINDSHIELD WIPER WIPERS INOP P10

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

12/05/2002 12:58:18 SBD TEMPLATE - WROBEL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

JOE LUNKENHEIMER

CUSTOMER CONCERN -

DLR STATES THE WIPERS ARE INOP.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**DLR STATES THEY ARE LOOKING FOR BULLETIN OR PI INFORMATION ON THIS
CONCERN.**

TAC RECOMMENDATION -

ADVISED DLR OF PI00413

12/06/2002 12:58:18 HISTORY - WROBEL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6684766	VIN Number:	1GNES16S826133808
Date Opened:	12/5/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B24400	Mileage:	3200
Address:	B NAYARRE CHEVROLET LAKE CHARLES	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT--- NO WIPER NO WIPER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/05/2002 14:52:07 SBD TEMPLATE - MEISSNER

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) GORDON SAXBY SM

CUSTOMER CONCERN - WIPER INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) SM STATED THE WIPER MOTOR AND PIGTAIL HARNESS WAS REPLACED 8/22/02. SM STATED HAS THE SAME CONCERN.

TAC RECOMMENDATION - TAC ADVISED TO CHECK WIPER MOTOR FOR POWER AND GROUND AND THE CORRECT INPUTS FROM MULTI-FUNCTION IS WORKING CORRECTLY.

TAC ADVISED TO MAKE SURE THERE IS NO WATER CONCERN IN THE COWL. TAC ADVISED TO CHECK FOR WATER INTO WIPER MOTOR. TAC ADVISED IF EVERYTHING CHECKED FINE TO REPLACE THE WIPER MOTOR WITH THE WATERPROOF WIPER MOTOR PER PI00413. TAC ADVISED TO CALL BACK.

12/05/2002 14:52:07 HISTORY - MEISSNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6885188	VIN Number:	1GKET16S938118372	
Date Opened:	12/5/2002	Model Year:	2003	
Date Closed:		Series:	Envoy XL 4WD	
Dealer Code:	G21318	Mileage:	3076	
Address:	BUDD BAER INC. WASHINGTON	P	State:	PA
Dealer Phone:				

SYMPTOM ABSTRACT— PERFORMANCE REPEAT WIPER P100413 WIPER INOP R

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

12/05/2002 16:04:43 SBD TEMPLATE - BURKETT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) PAUL WRIGHT-TECH

CUSTOMER CONCERN - WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DUPLICATED COND. REPLACED MULTI-FUNCTION SWITCH. IPC CRUISE AND WIPERS
INOP NOW. CAN COMMUNICATE WITH IPC.

TAG RECOMMENDATION -

CHECK FOR AND REPAIR STEERING COLUMN WIRING DAMAGE. CONTINUE WITH WIPER
DIAG INFO IF NEEDED.

12/05/2002 16:04:43 HISTORY - BURKETT

12/08/2002 08:22:50 MASON

-CALLER'S NAME (FIRST, LAST, AND POSITION)

PAUL WRIGHT (SERVICE)

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAG (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

TECH STATED THAT HE HAS FOUND THAT HE IS REPLACING WIPER MOTOR ASSY AND
NOW THAT HE HAS IPC ISSUE HE WILL REPLACE IPC AND CALL BACK WITH RESULTS

NOW THAT HE HAS IPC ISSUE HE WILL REPLACE IPC AND CALL BACK WITH RESULTS
TECH JUST CALLING BACK TO LET US KNOW STATUS OF VEH.

02/04/2003 15:21:00 BENNETT - CASE UPDATE.

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

JAMES BAKER TECH.

CUSTOMER CONCERN -

WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DUPLICATED. REPLACED THE MOTOR. NOTICED WATER IN THE MOTOR.

TAG RECOMMENDATION -

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
PE03-042 / GM644

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705 OLD

12487687

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6085948	VIN Number:	1GNET16S336106653
Date Opened:	12/6/2002	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B47515	Mileage:	3881
Address:	FRANK PORTH CHEV-BUICOLUMBUS	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/06/2002 08:21:11 8BD TEMPLATE - KOSMOWSKI

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

6 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

DOUG SCHMIDT, SM

CUSTOMER CONCERN -

CUSTOMER ALLEGES WINDSHIELD WIPERS ARE INOPERATIVE INTERMITTENTLY.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

DEALER STATES THEY REPLACED THE MULTIFUNCTION SWITCH WITH NO CHANGE.

DEALER STATES THEY CALLED LOOKING FOR INFORMATION.

TAG RECOMMENDATION -

ADVISED DEALER OF INFORMATION IN PI00413.

12/08/2002 09:21:11 HISTORY - KOSMOWSKI

PI00413:

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK
ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.
DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF
THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.**

ADVISE THE TECHNICIAN OF THE FOLLOWING:

PE03-042 / GM644

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6887689	VIN Number:	1GNDT13S022313253
Date Opened:	12/6/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B16035	Mileage:	18812
Address:	SMOKY MOUNTAIN CHEVROLET	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT REPAIR REPEAT WINDSH

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/08/2002 14:53:58 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

JOHN TALLEY TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE FRONT WIPERS ARE INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DLR. STS. THAT THE WIPER MOTOR HAS BEEN REPLACED X4. LAST REPLACEMENT WAS
IN-SEPT. DLR. IS LOOKING FOR DIRECTION.

TAC RECOMMENDATION -

REVIEWED PI00413 (WIPER REPLACEMENT) WITH DLR.

12/08/2002 14:58:56 HISTORY - GARBARINO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Care No:	6687865	VIN Number:	1GNET16S136151093
Date Opened:	12/6/2002	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B02117	Mileage:	468
Address:	GREAT AMERICAN CHEVYR HACKENSACK	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT OPERATION WIPER INT. WIPER WASHE

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/08/2002 15:23:48 SBD TEMPLATE - SEALIE

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

_N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

STEVE LIGIO - TECH

CUSTOMER CONCERN -

WIPERS FUNCTIONS INTERMITTENTLY BY THEMSELVES, AND ALSO ERRATIC WIPER OPERATION.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DEALER STATES LOOKING FOR INFORMATION.

TAC RECOMMENDATION -

ADVISED DEALER OF P100413CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.

PE03-042 / GM644

THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.
ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF
REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS
CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

15306415 2002 MODEL YEAR

88998271 2003 MODEL YEAR

12/05/2002 15:23:48 HISTORY - SEALIE

PE03-042 / GM644

Page 938 of 2367

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6889161	VIN Number:	1GKES16S636118710
Date Opened:	12/9/2002	Model Year:	2003
Date Closed:	12/12/2002	Series:	Envoy XL 2WD
Dealer Code:	D37675	Mileage:	3832
Address:	WAKEFIELD BUICK, INC SPARTANBURG	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WATER WINDSHIELD WIPER WINDSHIELD

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/09/2002 10:07:10 8BD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

BARRY NEAL TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE WIPERS ARE INOP.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**DLR. STS. THAT THERE IS WATER INTRUSION IN THE CONNECTOR TO THE WIPER
MOTOR. DLR. HAS REPLACED THE WIPER MOTOR AND REPAIRED THE CORRODED
TERMINALS ON A PREVIOUS VISIT AT 11/11/02. DLR. IS LOOKING FOR DIRECTION.**

TAC RECOMMENDATION -

**DLR. WAS UNABLE TO STATE WHETHER THE WIPER MOTOR CAME FROM G.M. OR FROM
ANOTHER DLR. REVIEWED P100413 (NEW STYLE WIPER MOTOR) WITH DLR.**

12/09/2002 10:07:10 HISTORY - GARBARINO

12/12/2002 18:42:19 BACK - CASE CLOSING

REPLACED WIPER MOTOR AND PIGTAIL PER P100413

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6898876	VIN Number:	1GNET18S626138712
Date Opened:	12/9/2002	Model Year:	2002
Date Closed:	12/9/2002	Series:	Trailblazer Ext 4WD
Dealer Code:	B02316	MLong:	8900
Address:	LOEHMANN-BLASIUS CHEWATERBURY	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WIPER WIPERS INOP FI

RESOLUTION ABSTRACT- TECHNICAL ASSISTANCE - ABNORMAL CONDITION - UNPUBLIS

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/09/2002 14:38:11 SBD TEMPLATE - SEALIE

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

MARK VOLOVSKI - TECH

CUSTOMER CONCERN -

WIPERS INOPERATIVE INTERMITTENTLY

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**DEALER STATES THE WIPERS ARE INOPERATIVE INTERMITTENTLY. DEALER STATES
LOOKING FOR BULLETINS AND PI BUT DID NOT FIND ANY.**

TAC RECOMMENDATION -

ADVISED DEALER OF PI00413 CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK
ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.
DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF
THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.**

THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.
ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF
REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS
CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

15306415 2002 MOD

12/09/2002 14:38:11 HISTORY - SEALIE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6090890	VIN Number:	1GNDT13S022368771
Date Opened:	12/9/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B16551	Mileage:	12917
Address:	PARKS CHEVROLET INC KERNERSVILLE	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER INOP 3RD TIME P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/09/2002 14:40:30 SBD TEMPLATE - THOMPSON

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

CUSTOMER CONCERN -

TECH STS WIPER MOTOR IS FAULTY, WATER INTRUSION;

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**TECH STS HAS REPLACED WIPER MOTOR 2X, ADDED DIELECTRIC GREASE, NG; ASKING
IF NEW MOTOR IS AVAILABLE;**

TAC RECOMMENDATION -

TAC DISCUSSED PI00413 WHICH STS IN PART

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK
ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE...**

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSFO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY...

PIGTAIL PART INFORMATION:

15308415 2002 MODEL YEAR..."

TAC SUGGESTED TECH SET A SPAC CASE IF NOT AVAILABLE, AS 3RD TIME DOWN;

TECH TO COMPLY, ADVISE...

12/09/2002 14:40:30 HISTORY - THOMPSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6891144	VIN Number:	1GNES16SX32175046
Date Opened:	12/9/2002	Model Year:	2003
Date Closed:	2/21/2003	Series:	S1
Dealer Code:	B14021	Mileage:	1249
Address:	FOX CHEVROLET OF LAULAUREL	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— MOTOR WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1 _____

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2 _____

UCC-2 DESCRIPTION—

UCC CODE 3 _____

UCC-3 DESCRIPTION—

12/09/2002 15:17:29 SBD TEMPLATE - PAWLIK

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

7 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) MICHAEL GOLDBERG

CUSTOMER CONCERN - WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

REPLACE RAIN SENSE MODULE FOR THE WIPERS FOR ANOTHER CONCERN. NOW THE
WIPERS ARE INOP . DLR HAS A SPAC CASE ON THE WIPER MOTOR TO BE INSTALLED
INTO THE VEH. DLR IS ASKING IF THERE IS ANY FASTER WAY TO GET THE MOTOR.

TAC RECOMMENDATION - SUGG DLR CONTACT AVM. PART BEING ON SPAC CASE IS
FASTEST WAY TO OBTAIN ONCE AVAILABLE. SUGG THAT IF TIME IS A CONCERN,
DLR COULD POSSIBLY SWAP MOTOR FROM A STOCK UNIT BUILT AFTER 11/4/02 WITH
UPDATED PART (PER PID0413) OR INSTALL A MOTOR OUT OF PARTS STOCK, KNOWING
THAT IT HAS THE LIKELYHOOD OF FAILURE AND INFORM CUSTOMER TO BRING VEH
BACK WHEN A NEW MOTOR IS RECEIVED FROM GMSPO

12/08/2002 15:17:29 HISTORY - PAWLIK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6891879	VIN Number:	1GNDS13SX22326434
Date Opened:	12/9/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B20079	Mileage:	15181
Address:	CENTER CHEVROLET SAN BERNARDIN	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS ARE INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION--

UCC CODE 3—

UCC-3 DESCRIPTION—

12/09/2002 17:35:54 SBD TEMPLATE - SHERMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

JASON CROSS

CUSTOMER CONCERN -

WIPERS ARE INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

TECH IS LOOKING FOR DIAGNOSTIC HELP

TAC RECOMMENDATION -

TAC ADVISED OF PI P100413

12/09/2002 17:35:54 HISTORY - SHERMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6092109	VIN Number:	1GNES16S826125544
Date Opened:	12/10/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B16412	Mileage:	4980
Address:	DIAMOND CHEVROLET, ICHARLOTTE	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOP P100

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/10/2002 08:28:54 SBD TEMPLATE - DARR

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DON GLANDER

CUSTOMER CONCERN -DLR STS THE WIPERS ARE INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DLR STS THE WIPER MOTOR IS CORRODED FROM WATER. DLR STS HE REPLACED THE
WIPER MOTOR ON THE LAST VISIT AND THE VEHICLE RETURNED WITH THE SAME
CONDITION. DLR LOOKING FOR INFO.

TAC RECOMMENDATION -ADV DLR TO ORDER REVISED WIPER MOTOR FROM GMSPO PER
PI00413.

DLR TO ADV TAC.

12/10/2002 08:28:54 HISTORY - DARR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6696191	VIN Number:	1GNES16S226128293
Date Opened:	12/11/2002	Model Year:	2002
Date Closed:	12/11/2002	Series:	Traiblazer Ext 2WD
Dealer Code:	B16412	Mileage:	0
Address:	DIAMOND CHEVROLET, ICHARLOTTE	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER MOTOR WATER INTRUSION

RESOLUTION ABSTRACT- TECHNICAL ASSISTANCE - ABNORMAL CONDITION - UNPUBLIS

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/11/2002 09:43:07 SBD TEMPLATE - WARNER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) ED JENKINS SF

CUSTOMER CONCERN - WIPER MOTOR WATER INTRUSION PI00413

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

TECH CALLING FOR INFO

TAC RECOMMENDATION -

ORDER CURRENT SPO STOCK WIPER MOTOR.

PI00413

12/11/2002 09:43:07 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6998382	VIN Number:	1GKES16S538137011
Date Opened:	12/11/2002	Model Year:	2003
Date Closed:		Series:	Envoy XL 2WD
Dealer Code:	G50143	Mileage:	1804
Address:	CHRIS MYERS, PONTIACDAPHNE	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER REPEAT WIPER MOT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/11/2002 14:53:49 SBD TEMPLATE - KAY

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

ROY WILHITE

CUSTOMER CONCERN -

WIPER INOP

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**TECH STS THE WIPER MOTOR HAS BEEN REPLACED 2X FOR WATER INTRUSION, TECH
STS THE HAS RETURNED FOR THE THIRD TIME WITH SAME CONCERN, TECH STS THE
WIPER MOTOR HAS AGAIN FAILED DUE TO WATER INTRUSION, TECH IS CALLING FOR
PERMANENTE REPAIR INFORMATION,**

TAG RECOMMENDATION -

ADVISED TECH:

- 1. PER PI00143(WIPERS INOP)**
- 2. REPLACE WIPER MOTOR AND PIGTAIL(IF NEEDED) WITH REVISED WIPER MOTOR**
- 3. REPORT RESULT**

12/11/2002 14:53:49 HISTORY - KAY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6899729	VIN Number:	1GNET16S026112528
Date Opened:	12/12/2002	Model Year:	2002
Date Closed:		Series:	Traillazer Ext 4WD
Dealer Code:	B44052	MRange:	12187
Address:	JACK CAULEY CHEVROLEWEST BLOOMF	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT LEAK PERFORMANCE WATER WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/12/2002 09:16:47 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

CHARLIE CRAWFORD SF.

PE83-842 / GM644

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CUSTOMER CONCERN -

REPEAT WIPER MOTOR FAILURE.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**WASHER SQUIRTS AFTER KEY REMOVED FROM IGNITION. DEALER STATES THAT THE
MOTOR WILL HUM AS WELL. DEALER STATES THAT HE HAS REPLACED THE MOTOR 3X.
DEALER WAS USING AN OLD PART NUMBER. CAR NOT AT THE DEALER RIGHT NOW.
CALL CAME IN ON THE INFORMATION LINE BUT CASE MADE BECAUSE OF ALLEGED BUY
BACK BY CUSTOMER.**

TAC RECOMMENDATION -

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY AND WILL
SUPERCEDE FROM THE OLD PART NUMBERS WHEN ORDERING. DEALERS SHOULD ALSO
BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY
WOULD LIKELY BE THE OLD STYLE PART.**

WOULD LIKELY BE THE OLD STYLE PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

12/12/2002 09:18:47 HISTORY - BENNETT

12/12/2002 09:36:38 KAY - CASE UPDATE -

CALLER'S NAME (FIRST, LAST, AND POSITION)

CHARLIE CRAWFORD

PE03-842 / GM644

Page 1619 of 2391

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

**RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)**

**TECH STATED PN 15094705 IS NOT A VALID NUMBER IN THERE PARTS SYSTEM,
TECH CALLED TO VERIFY PN GIVEN WAS CORRECT, TECH ALSO STATED HE WAS
UNABLE TO OPEN PI00413 IN ESI, TECH STATED VEHICLE IS EQUIPPED WITH RAIN
SENSE,**

NEW RECOMMENDATIONS

ADVISED TECH:

- 1. PN 15094705 IS CORRECT NUMBER FOR VEHICLE WITH RAIN SENSE PER PI00143**
- 2. PI00413 WILL NOT BE AVAILABLE FOR VIEWING FOR APPX SIX WEEKS OR UNTIL
SYSTEM IS UPDATED**
- 3. CONTACT PART TECH FOR PART AVAILABILITY**

PART INFORMATION:

WIPER MODULE

WITHOUT RAIN SENSE PART #16094704

WITH RAIN SENSE (RPO = CE1) PART# 15094705

PE83-843 / GM644

WITH RAIN SENSE (RPO = CE1) PART# 15094705
PIGTAIL

15906415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

12/23/2002 13:51:00 RATHKA

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6699999	VIN Number:	1GNDT13S622144520
Date Opened:	12/12/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B02164	Mileage:	17965
Address:	DWORKIN CHEVROLET INDERBY	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER FRO

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/12/2002 09:50:46 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

JAY ANTONUCCI S.M.

CUSTOMER CONCERN -

CUST. STS. THAT THE FRONT WIPERS ARE INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DLR. HAS REPLACED THE WIPER MOTOR ON A PREVIOUS REPAIR. DLR. STS. THAT
THE VEHICLE HAS RETURNED WITH SAME CONCERN. DLR. HAS ORDERED A NEW WIPER
MOTOR. DLR. STS. THAT THE NEW WIPER MOTOR IS OF THE OLD STYLE. DLR. IS
LOOKING FOR INFO. ON GETTING THE UPDATED PART.

TAC RECOMMENDATION -

WHILE ON THE PHONE THE SERVICE MANAGER CHECKED WITH THE PARTS DEPT. FOR
AN UPDATED P/N. DLR. STS. THAT THERE IS NOT AN UPDATED PART NUMBER. DLR.
STS. THAT THE P/N GIVEN IS 12487889. ADVISED DLR. THAT TAC WILL CALL THE
DLR. BACK WHEN MORE INFO. CAN BE OBTAINED. LEFT VOICE MESSAGE AND
FORWARDED CASE TO DALE BRIGGS (LIASON).

12/12/2002 09:50:46 HISTORY - GARBARINO

12/12/2002 10:29:06 GARBARINO -

CALLED DLR. BACK TO GIVE INFO. ON WIPER MOTOR PART NUMBERS. JAY ANTONUCCI

PE03-042 / GM644

CALLED DLR. BACK TO GIVE INFO. ON WIPER MOTOR PART NUMBERS. JAY ANTONUCCI
S.M. WAS OUT. DLR. STS. THAT A CALL WILL BE GIVEN BACK TO TAC. ADVISED

DLR. TO USE EXT. 40480.

12/12/2002 11:02:32 GARBARINO -

AFTER SPEAKING TO JOE AT PARTECH, ADVISED DLR THAT THE UPDATED P/N IS
15094704. ADVISED DLR. THAT THE OLD STYLE WIPER MOTOR CAN BE MADE INTO
THIS NEW STYLE PART BY ORDERING P/N 12487680 (WIPER MOTOR COMPLETE COVER,
\$100.00).

12/12/2002 11:24:10 BRIGGS - SENT VME TO BOMS ADVISING OF

SITUATION. APPARENTLY THE SUPERSEDE IS NOT IN PLACE AT SPO. ALSO, THERE
IS APPARENTLY OLD STOCK STILL SITTING AROUND...

12/12/2002 14:32:29 BRIGGS - WONDERING IF DLR DID INFACIT

ORDER THIS FROM SPO OR IF IT CAME FROM ANOTHER DLR.... POSSIBLE THAT
SUPERSED NOT IN PLACE. HOPEFULLY, BAD PARTS ARE NOT STILL AVAILABLE FROM
SPO....

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6100251	VIN Number:	1GKET16S336104323
Date Opened:	12/12/2002	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G26322	Mileage:	4586
Address:	JACK WOLF PONTIAC-CABELVIDERE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WINDSHEILD WIPERS ERRATIC PI

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/12/2002 10:29:34 6BD TEMPLATE - REGAN

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

LARRY NELSON

CUSTOMER CONCERN -

WIPERS AND WASHERS ARE ERRATIC OR INOP AT TIMES.

**DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

THE WIPER MOTOR WAS REPLACED TWICE IN THE PAST 2 MONTHS.

TAC RECOMMENDATION -

ADVISE ON PI00413.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY AND WILL
SUPERCEDE FROM THE OLD PART NUMBERS WHEN ORDERING. DEALERS SHOULD ALSO
BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY
WOULD LIKELY BE THE OLD STYLE PART.**

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

PE03-042 / GM644

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO THE PLATFORM LIAISON.

12/12/2002 10:29:34 HISTORY - REGAN

01/08/2003 11:51:28 LEIBENGOOD -

CALLER'S NAME (FIRST, LAST, AND POSITION)

TECH LARRY NELSON

4__ NUMBER OF TIMES IN FOR THE SAME CONDITION

7__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL DETAILS OF THE CONCERN)

TECH STS WIPERS WORK FINE WITH EXCEPTION OF RAIN SENSE. TECH STS RAIN SENSE WORKS LIKE A DELAY EQUIPPED VEHICLE.

VEHICLE HAS RPO CE1. TECH HAD INSTALLED PART 15094704 ON PRIOR VISIT.

TECH SEEKING REPURCHASE

NEW RECOMMENDATIONS

ADVISE TECH WRONG WIPER MOTOR WAS INSTALLED IN VEHICLE.

ADVISE TECH VEHICLE WITH CE1 SHOULD HAVE PART 15094705 INSTALLED.

TECH TO ADVISE

01/08/2003 11:51:35 LEIBENGOOD

BODY AND ACCESSORIES WIPER / WASHER INOPERATIVE

THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
PE83-842 / GM644

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487889

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705 OLD

12487887

PIGTAIL

15306416 2002 MODEL YEAR

88986271 2003 MODEL YEAR

THERE IS ALSO A MOTOR HOUSING KIT, PART # 12487890, AVAILABLE FROM SPO.

THIS WAS FOR THE OLD MOTOR AND CANNOT BE USED TO "UPGRADE" THE OLD MOTOR TO NEW SPECS.

.....

.....

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6101515	VIN Number:	1GN0T13S422160179
Date Opened:	12/12/2002	Model Year:	2002
Date Closed:	3/25/2003	Series:	T1
Dealer Code:	B25020	Mileage:	15902
Address:	BLOSSOM CHEV INC INDIANAPOLIS	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER PI00413 WINDSHIELD WIPER IN

RESOLUTION ABSTRACT- W/S WIPER MOTOR R&R

UCC CODE 1_____

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2_____

UCC-2 DESCRIPTION—

UCC CODE 3_____

UCC-3 DESCRIPTION—

12/12/2002 13:48:55 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) JIM WAGNER FRONT END TECH

CUSTOMER CONCERN - WINDSHIELD WIPERS FAIL TO COME ON WHEN THE OUTSIDE AIR
TEMP GETS COLD, TAKES ABOUT 50 MINUTES OR SO BEFORE THEY WILL COME

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) NO DTCS. NO PARTS/REPAIRS. TECH HAS NOT BEEN
ABLE TO DUPLICATE AT THIS TIME.

TAC RECOMMENDATION - ADVISED TECH TO INSPECT THE MOTOR FOR ANY SIGNS OF
WATER INTRUSION THAT COULD BE FREEZING WITHIN THE MOTOR ITSELF. REPLACE
WITH NEW SEALED WIPE MOTOR. ADVISED TECH OF NEW PART NUMBER FOR SEALED
MOTOR AND P/N FOR PIGTAIL CONNECTOR IF NEEDED. INFOR FROM PI00413, SEE
BELOW....

12/12/2002 13:48:56 HISTORY - GLEDHILL

PI00413

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

PE03-042 / GM644

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY AND WILL SUPERCEDE FROM THE OLD PART NUMBERS WHEN ORDERING. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE OLD STYLE PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE

WITHOUT RAIN SENSE PART #15094704

WITH RAIN SENSE (RPO = CE1) PART# 15094705

PIGTAIL

15306415 2002 MODEL YEAR

88686271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6102550	VIN Number:	1GKET16S126116887
Date Opened:	12/12/2002	Model Year:	2002
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G10096	Mileage:	7298
Address:	CALKINS PONTIAC BUICKBURNHAM	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT PERFORMANCE WIPER PI00413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

12/12/2002 16:29:17 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

ROD YODER SM.

PE03-042 / GM644

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CUSTOMER CONCERN -

WIPERS STOP WORKING INT.

**DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**DEALER STATES THAT HE HAS FOUND WATER INTRUSION IN THE WIPER MOTOR AND
SEALED IT. DEALER STATES THAT IT CAME BACK WITH THE SAME CONCERN. CAR NOT
AT THE DEALER NOW.**

TAC RECOMMENDATION -

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY AND WILL
SUPERCEDE FROM THE OLD PART NUMBERS WHEN ORDERING. DEALERS SHOULD ALSO
BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY
WOULD LIKELY BE THE OLD STYLE PART.**

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

12/12/2002 16:28:17 HISTORY - BENNETT

12/12/2002 16:58:11 SLEEMAN -CALLER'S NAME (FIRST, LAST, AND POSITION)

ROD YODER, TECHNICIAN

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL DETAILS OF THE CONCERN)

REQUESTING ADDITIONAL INFORMATION ON PI INFORMATION.

NEW RECOMMENDATIONS

REVIEWED PI00413.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6184344	VIN Number:	1GNDT13S82Z110058
Date Opened:	12/13/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B17197	Mileage:	21526
Address:	YIC KOENIG CHEVROLET CARBONDALE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS WERE FROZ

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/13/2002 12:21:41 SBD TEMPLATE - KUEHNL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

DUSTIN LARKIN TECH

CUSTOMER CONCERN -

WIPERS WERE FROZEN TO WINDOW, NOW NO WIPER FUNCTIONS WORK.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

REPLACED SWITCH WITH NO REPAIR.

IF TECH GROUNDS THE RELAY CONTROL AT THE WIPER MOTOR, THE WASHER COMES
ON.

TAC RECOMMENDATION -

-ADVISED TECH TO CHECK GROUND TO WIPER MODULE.

-ADVISED TECH TO USE A JUMPER WIRE TO CREATE A KG SIGNAL AT THE WIPER
MOTOR TO SEE IF THE WASHERS COME ON.

-IF THEY DO NOT, TECH TO REPLACE THE WIPER MOTOR.

12/13/2002 12:21:41 HISTORY - KUEHNL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6107920	VTN Number:	1GNES16S636103303
Date Opened:	12/16/2002	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B26386	Mileage:	2154
Address:	AUTOWAY CHEVROLET CLEARWATER	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WINDSHIELD REPEAT FAILURE MO

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/16/2002 14:13:64 SBD TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

SKIP SMELTZ- TECH

CUSTOMER CONCERN -

WIPERS INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

TECH HAS REPLACED WIPER MOTOR 2 TIMES. RETURNED WITH WATER IN MOTOR
AGAIN.

TAC RECOMMENDATION -

ADVISED TECH TO REPLACE WIPER MOTOR AND HARNESS PER PI PI00413.

12/16/2002 14:13:54 HISTORY - ROAT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6198068	VIN Number:	1GKE816S828123630
Date Opened:	12/16/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	G50323	Mileage:	7867
Address:	JONES MOTOR CO., INCSAVANNAH	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/16/2002 14:28:20 SBD TEMPLATE - CRUMB

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME RON COOKSEY

CUSTOMER CONCERN - FRONT WIPER MOTOR INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) WIPER MOTOR FULL OF WATER

TAC RECOMMENDATION - REPLACE WIPER MOTOR WITH NEW DESIGN PER PI004-13

12/16/2002 14:28:20 HISTORY - CRUMB

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6168579	VIN Number:	1GNES16S936109032
Date Opened:	12/16/2002	Model Year:	2003
Date Closed:	1/30/2003	Series:	Trafficblazer Ext 2WD
Dealer Code:	B26424	Mileage:	2459
Address:	MAHER CHEVROLET INC SAINT PETERSB	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPER MOTOR INOP

RESOLUTION ABSTRACT- W/SHLD WPR MOD RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/16/2002 15:39:04 SBD TEMPLATE - RICKETTS

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

7 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) ED BURGE TECH

CUSTOMER CONCERN - REPEAT WIPER MOTOR FAILURE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

HAS HAD 2 MOTORS AND A CONNECTOR REPLACED PREVIOUSLY. STILL HAS CONCERN.

DLR LOOKING FOR SUGG.

TAG RECOMMENDATION - ORDER NEW SUBMERSIBLE PUMP. AS PER INFO IN CURRENT

P/I. DLR TO ORDER AND ADV IF NEEDED.

12/16/2002 16:39:04 HISTORY - RICKETTS

01/30/2003 13:37:12 ZAJECHOWSKI - CASE CLOSING

TECH REPLACED WIPER MOTOR AND CONNECTOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6189749	VIN Number:	1GNET16S920104897
Date Opened:	12/17/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B16468	Mileage:	8640
Address:	REED-LALLIER CHEVROL FAYETTEVILLE	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER REPEAT WATER IN MOTOR

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

12/17/2002 09:26:48 SBD TEMPLATE - HOOPER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

BOBBY ANDERSEN TECH

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

REPEAT WATER IN MOTOR TECH STATES DID RESEAL LAST REPAIR

TAC RECOMMENDATION -

ADVISED OF P100413

12/17/2002 09:26:48 HISTORY - HOOPER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6110654	VIN Number:	1GKET10S328120441
Date Opened:	12/17/2002	Model Year:	2002
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G40033	Mileage:	6896
Address:	BOB BRIDGE PONTIAC-GRENTON	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/17/2002 11:33:43 SBD TEMPLATE - ESCAMILLA

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

WAYNE NELSON (TECH)

CUSTOMER CONCERN -

REPEAT WIPER MOTOR FAILURE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

WAYNE NELSON REPORTS THAT THE VEH IS BACK WITH THE WIPER MOTOR FULL OF
WATER.

TAG RECOMMENDATION -

ADVISED WAYNE OF P/I P100413. USE THE UPDATES MOTOR.

VAL ESCAMILLA

12/17/2002 11:33:43 HISTORY - ESCAMILLA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6111789	VIN Number:	1GNET16SX26121539
Date Opened:	12/17/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B13468	Mileage:	7217
Address:	MC LOUTH CHEVROLET IMACEDON	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER PI00413 WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/17/2002 14:41:08 SBD TEMPLATE - NICOLETTI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) JOHN RUTKOWSKI SF

CUSTOMER CONCERN - ALLEGES WIPER INOP

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

TECH HAS FOUND WATER IN CONNECTOR AT WIPER MOTOR AND MOTOR SATURATED WITH

WATER

TAC RECOMMENDATION -

- PI00413

12/17/2002 14:41:08 HISTORY - NICOLETTI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6111711	VIN Number:	1GNES16SX36123439
Date Opened:	12/17/2002	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B26555	Mileage:	1082
Address:	GORDON CHEVROLET TAMPA	F	State: FL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE MIRROR SEAT WINDSHIELD WIPER ALLE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/17/2002 14:22:22 88D TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

WAYNE PENNINGTON TECH.

CUSTOMER CONCERN -

**CUST. STS. THAT THE FRONT WIPER IS INOP. CUST. STS. THAT THE MIRRORS AND
FRONT SEAT ADJ. ON THEIR OWN.**

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

DLR. HAS NOT VERIFIED CONCERNS. DLR. IS LOOKING FOR LIKE CASES.

TAC RECOMMENDATION -

**REVIEWED PI00413 (WIPER MOTOR) AND 02-08-64-021 (UPDATE DOOR MODULES)
WITH DLR. ADVISED DLR. TO VERIFY SEAT MOVEMENT.**

12/17/2002 14:22:22 HISTORY - GARBARINO

**12/17/2002 15:51:33 SLEEMAN -CALLER'S NAME (FIRST, LAST, AND
POSITION)**

WAYNE PENNINGTON, TECHNICIAN

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

**RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)**

PE03-042 / GM644

DETAILS OF THE CONCERN)

SAYS HE IS TRYING TO FIND INFORMATION ON MIRROR MOVE UN-COMMANDED.

NEW RECOMMENDATIONS

ADVISED THERE IS NO KNOWN CONCERN FOR 02 MODEL YEAR. SUGGESTED HE INSPECT

THE DDM FOR WATER INTRUSION OR OTHER CONTAMINATION.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6115020	VIN Number:	1GNDT13S232179413
Date Opened:	12/18/2002	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B32010	Mileage:	4138
Address:	ALDERMANS CHEVROLET RUTLAND	State:	VT
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP AT TIMES P10041

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

12/18/2002 13:42:16 SBD TEMPLATE - BEHLEN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

EARNEST WHITTEMORE TECH

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

TECH STATES CAN NOT DUPLICATE THE CONDITION, JUST CALLING TO SEE IF WE
HAVE ANY LIKE CASES.

TAC RECOMMENDATION -

TAC ADVISED TECH OF P100413 WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE
ERRATICALLY.

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.

12/18/2002 13:42:16 HISTORY - BEHLEN

12/18/2002 14:32:09 HALLER DLR SF JEFF JONES CALLED BACK

AND STS THEY CANNOT PULL UP P100413.

TAC ADV DLR OF INFO FOR P100413 AND ADV IS NOT IN SI YET.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6115286	VIN Number:	1GNET18S928132486	
Date Opened:	12/18/2002	Model Year:	2002	
Date Closed:		Series:	Trailblazer Ext 4WD	
Dealer Code:	B03669	Mileage:	7708	
Address:	PINEGAR CHEVROLET-OLBRANSON		State:	MO
Dealer Phone:				

SYMPTOM ABSTRACT--- WINDSHIELD WIPER WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

12/18/2002 14:24:22 SBD TEMPLATE - WARNER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)MIKE HESS

CUSTOMER CONCERN -WIPER INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

NONE

TAC RECOMMENDATION -

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487686

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705 OLD

12487687

PIGTAIL

15306415 2002 MODEL YEAR

86886271 2003 MODEL YEAR

12/18/2002 14:24:22 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6115689	VIN Number:	1GNDT13S122282871
Date Opened:	12/18/2002	Model Year:	2002
Date Closed:	2/3/2003	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B14469	MRange:	18530
Address:	OURISMAN'S ROCKMONT ROCKVILLE	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP P100413

RESOLUTION ABSTRACT- WIPER/WASHER SYSTEM

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/18/2002 15:27:02 SBD TEMPLATE - BACK

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) STEVE DUSTIN TECH

CUSTOMER CONCERN - WIPERS INOP

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**TECH STS WIPER MOTOR CONNECTOR HAS CORROSION AND THOUGHT HAD BULLETIN OR
PI ON THIS.**

TAC RECOMMENDATION -

ADVISED P100413

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.**

12/18/2002 15:27:02 HISTORY - BACK

12/24/2002 08:20:56 RATHKA -DEALER SURVEY WAS PERFORMED

01/17/2003 13:57:27 WARNER -

PE03-042 / GM644

01/17/2003 13:57:37 WARNER

CALLER'S NAME (FIRST, LAST, AND POSITION)STEVE DUSTIN

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAG (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

TECH REPLACED THE WIPER MOTOR 2X AND STATES NOW IT ONLY WIPERS 1 TIME
AND STOPS WHEN IN DELAY MODE.

NEW RECOMMENDATIONS

NORMAL FOR RAIN SENSE WIPERS TO WIPE ONE TIME IF NO WATER IS ON WINDOW.

02/03/2003 11:52:30 ROAT

-VME CASE CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6116680	VIN Number:	1GNDT13S522243216
Date Opened:	12/19/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B02115	Mileage:	32920
Address:	CARTER CHEVROLET CO MANCHESTER	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/19/2002 08:29:57 SBD TEMPLATE - CRUMB

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME DAVE MATHEWSON

CUSTOMER CONCERN - ERRATIC FRONT WIPER MOTOR OPERATION.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) CANNOT CONFIRM**

TAC RECOMMENDATION -ADVISED OF NEW DESIGN WIPER MOTOR PER PI00413

12/19/2002 08:28:57 HISTORY - GRUMB

12/23/2002 13:46:58 MURPHY -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6118846	VIN Number:	1GNET16S238101741
Date Opened:	12/19/2002	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B02327	Mileage:	400
Address:	DON MALLON CHEVROLET NORWICH	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT--- WINDSHIELD WIPER WATER IN WIPER MOTOR P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

12/19/2002 12:12:23 SBD TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

GEORGE MEAN-TECH

CUSTOMER CONCERN -

WIPERS INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

TECH HAS FOUND WATER IN MOTOR.

TAC RECOMMENDATION -

REPLACED WITH UPDATED PART PER PI PI00413.

12/19/2002 12:12:23 HISTORY - ROAT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6118151	VIN Number:	1GKET16SX36102696
Date Opened:	12/19/2002	Model Year:	2003
Date Closed:	5/13/2003	Series:	T1
Dealer Code:	007325	Mileage:	6527
Address:	JIM FRESARD GMC-OLDSFERDALE	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER INOPERATIVE P100413

RESOLUTION ABSTRACT- W/SHLD WPR MOD RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/18/2002 12:38:27 88D TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

SCOTT GAUTHIER

CUSTOMER CONCERN -

WIPERS INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

TECH HAS REPLACED 2 MOTORS BECAUSE OF WATER IN MOTOR.

TAC RECOMMENDATION -

ADVISED TECH TO REPLACE MOTOR WITH UPDATED PART PER PI PI00413

12/19/2002 12:38:27 HISTORY - ROAT

05/13/2003 12:23:22 SHERMAN - VME CASE CLOSING

REPLACED WIPER MOTOR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6128333	VIN Number:	1GNES18S526113264
Date Opened:	12/20/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B08004	Mileage:	14874
Address:	HERB ADCOX CHEVROLETCHATTANOOG	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT--- WINDSHIELD WIPER ERATTIC WIPER OPERATION P1

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

12/20/2002 09:29:25 SBD TEMPLATE - ROSS

STRATEGY BASED DIAGNOSTICS

3__ NUMBER OF TIMES IN FOR THE SAME CONDITION

3__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)MIKE RITTENHOUSE (S/M)

CUSTOMER CONCERN - ERRATIC WIPER OPERATION

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

PREVIOUS REPAIRS INCLUDE: WIPER MOTOR

TAC RECOMMENDATION -

P/I P100413

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

FE03-042 / GM644

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705 OLD

12487687

PIGTAIL

15306415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

REPORT

12/20/2002 09:29:25 HISTORY - ROSS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6128686	VIN Number:	1GKE516S428131189	
Date Opened:	12/20/2002	Model Year:	2002	
Date Closed:	12/23/2002	Series:	S1	
Dealer Code:	D45221	Mileage:	5190	
Address:	JAMES WOOD BUY-PON-GDENTON		State:	TX
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER INOPERATIVE P100413

RESOLUTION ABSTRACT- MODULE ASSEMBLY, WIPER SYSTEM REPLACE

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/20/2002 10:16:47 SBD TEMPLATE - MEISSNER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) SERGIO ARBOLEDA TECH

CUSTOMER CONCERN - WIPER INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) TECH STATED HE REPLACED THE WIPER MOTOR THREE
THOUSAND AGO. TECH STATED THE WIPER MOTOR HAS WATER IN IT AGAIN AND
LOOKING FOR LIKE CASES.

TAC RECOMMENDATION - TAC ADVISED TECH OF P1 00413 WINDSHIELD WIPER MOTOR
INOPERATIVE, ERRATIC OPERATION. WITH RAIN SENSE (RPO = CE1) NEW PART#

15084705 OLD 12487887. TAC ADVISED TO CALL BACK.

12/20/2002 10:16:47 HISTORY - MEISSNER

12/23/2002 15:48:18 RICHARDSON - CALLED IN CASE CLOSING

INSTALLED NEW WIPER MOTOR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6120968	VIN Number:	1GKDT135022525115
Date Opened:	12/20/2002	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	B28680	Mileage:	1164
Address:	DAVE WHITE CHEVROLETSYLVANIA	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE INTERMITTENT WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

12/20/2002 11:07:09 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

DAN FREY TECH.

PE03-042 / GM644

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CUSTOMER CONCERN -

WIPERS INOP AFTER ON FOR A WHILE.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**DEALER HAS A WIPER MOTOR PULLED. HE IS READY TO INSTALL IT BUT WANTED TO
CHECK FOR A BULLETIN OR P/I. HE WAS TOLD THAT THERE SHOULD BE ONE FOR
THIS CONCERN. DEALER DOES NOT HAVE ACCESS TO THE SI ON THE WEB AT THE
SHOP ONLY AT HIS HOME.**

TAC RECOMMENDATION -

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

12/20/2002 11:07:09 HISTORY - BENNETT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6121896	VIN Number:	1GNET16S826113685	
Date Opened:	12/20/2002	Model Year:	2002	
Date Closed:		Series:	Trafficazer Ext 4WD	
Dealer Code:	B02492	Mileage:	8188	
Address:	PINE BELT ENTERPRISELAKEWOOD		State:	NJ
Dealer Phone:				

SYMPTOM ABSTRACT— MOTOR WIPER WIPER MOTOR INOP P1 P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/20/2002 13:45:25 SBD TEMPLATE - COWGER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

STEVE ZBORAY S M

CUSTOMER CONCERN -

WIPER MOTOR INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DLR STS HE HAS REPLACED WIPER MOTOR BACK IN AUG .

DLR STS VEHICLE HAS RETURNED AGAIN WITH WATER IN WIPER CONTROL MODULE

TAC RECOMMENDATION -

ADV DLR OF PI00413 TO REPLACE WIPER MOTOR WITH UPDATE SUBMERSIBLE MOTOR .

DLR TO CALL BACK WITH UPDATE

12/20/2002 13:45:25 HISTORY - COWGER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6122178	VIN Number:	1GNET16S536111888
Date Opened:	12/20/2002	Model Year:	2003
Date Closed:	5/2/2003	Series:	Trafficblazer Ext 4WD
Dealer Code:	B15262	Mileage:	3268
Address:	PELLEGRINO CHEVROLETWESTVILLE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS ERRATIC PK0413

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/20/2002 14:58:38 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

2_ NUMBER OF TIMES IN FOR THE SAME CONDITION

2_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

BOB SCHAEFER (TECH)

CUSTOMER CONCERN -

WIPERS OPERATING ERRATICALLY...

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**TECH STATES HE REPLACED THE WIPER MOTOR ON THE LAST VISIT, STATES HE
TOOK THE WIPER MOTOR OUT THIS TIME AND IT IS FULL OF WATER...TECH LOOKING
FOR ANY SUGGESTIONS.....**

TAC RECOMMENDATION -

ADVISED TECH OF PI00413.....

12/20/2002 14:58:38 HISTORY - WILSON

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS**

PE03-042 / GM644

NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE

THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15094704

OLD 12487889

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705

OLD

12487887

PIGTAIL

15306415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

THERE IS ALSO A MOTOR HOUSING KIT, PART # 12487890, AVAILABLE FROM SPO.

THIS WAS FOR THE OLD MOTOR AND CANNOT BE USED TO "UPGRADE" THE OLD MOTOR

TO NEW SPECS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6123185	VIN Number:	1GNET16S526108592
Date Opened:	12/23/2002	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B02254	Mileage:	7602
Address:	CROWLEY CHEVROLET-HUNARTFORD	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT REPEAT WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION--

12/23/2002 09:19:50 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

HELDER BATISTA ASST SM.

PE03-042 / GM644

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CUSTOMER CONCERN -

WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DUPLICATED. REPLACED THE MODULE 2 MONTHS AGO. SEEMS TO BE THE SAME CONCERN. DEALER STATES THAT IT SEEMS THAT THE MOTOR/MODULE IS FILLING WITH WATER AND SHORTING OUT. DEALER WANTS TO KNOW IF THERE IS AN ISSUE ON THIS VEHICLE.

TAC RECOMMENDATION -

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY.

12/23/2002 09:19:50 HISTORY - BENNETT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6133514	VIN Number:	1GKES16S726128027
Date Opened:	12/23/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	G14003	Mileage:	5621
Address:	MORGAN PONTIAC-GMC-BSHREVEPORT	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP AT TIMES, P10041

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION--

12/23/2002 10:28:03 SBD TEMPLATE - ORR

STRATEGY BASED DIAGNOSTICS

NUMBER OF TIMES IN FOR THE SAME CONDITION

2

NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

2

Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES

N

CALLER'S NAME (FIRST, LAST, AND POSITION)

PETE RINAUDO

CUSTOMER CONCERN

WIPERS INOP -

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

CAN VERIFY, HAS NEW

TAC RECOMMENDATION-

ADVISED DLR OF PID0413 FOR THIS CONCERN, READ TO DLR REVISED "WATERPROOF"
WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW
PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN
THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
PE93-042 / GM1644

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF
REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS
CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705 OLD

12487687

PIGTAIL

15308415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

12/23/2002 10:28:03 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6124603	VIN Number:	1GNES16S036152095
Date Opened:	12/23/2002	Model Year:	2003
Date Closed:	12/23/2002	Series:	S1
Dealer Code:	B07059	MLounge:	145
Address:	GABRIEL/JORDAN CHEVRHENDERSON	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WASHER WIPER WIPER INOP AND ERRAT

RESOLUTION ABSTRACT- TECHNICAL ASSISTANCE - ABNORMAL CONDITION - UNPUBLIS

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/23/2002 11:43:44 SBD TEMPLATE - SEALE

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

LLOID BISE - TECH

CUSTOMER CONCERN -

WIPER WORK ERRATICALLY AND AT TIMES ON ALL THE TIME.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

DEALER STATES LOOKING FOR SIMILAR CASES OR PIS.

TAC RECOMMENDATION -

ADVISED DEALER OF PI00413 CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE**

PE03-042 / QM644

OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

12/23/2002 11:43:44 HISTORY - SEALIE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6124892	VIN Number:	1GNDT13S422151014
Date Opened:	12/23/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B15003	Mileage:	18704
Address:	ELKINS CHEVROLET GEOPITMAN	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER INOP INT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/23/2002 12:01:48 SBD TEMPLATE - HOOPER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW) .

CALLER'S NAME (FIRST, LAST, AND POSITION)

PAT MUNDELL

CUSTOMER CONCERN -

WIPERS JUMP AT TIMES OR IS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

STATES SAME

TAC RECOMMENDATION -

ADVISED OF P100413

12/23/2002 12:01:46 HISTORY - HOOPER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6124331	VIN Number:	1GNDT13S122176985
Date Opened:	12/23/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B47045	Mileage:	30141
Address:	BROOKSIDE CHEV INC PEWAUKEE	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP IN UPPER POSITI

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION--

UCC CODE 3—

UCC-3 DESCRIPTION--

12/23/2002 13:05:58 SBD TEMPLATE - BEHLEN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

JON BRAND TECH

CUSTOMER CONCERN -

WIPERS WILL STOP IN UPPER LT POSITION AT TIMES

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

TECH STATES CAN NOT DUPLICATE CONCERN, JUST LOOKING FOR ANY LIKE CASES.

TAC RECOMMENDATION -

TAC ADVISED TECH OF LIKE CASE #PI00413 RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.**

12/23/2002 13:05:58 HISTORY - BEHLEN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

<i>Case No:</i>	6124445	<i>VIN Number:</i>	1GNET16S328121415	
<i>Date Opened:</i>	12/23/2002	<i>Model Year:</i>	2002	
<i>Date Closed:</i>	12/23/2002	<i>Series:</i>	Trafficblazer Ext 4WD	
<i>Dealer Code:</i>	B02283	<i>Mileage:</i>	10110	
<i>Address:</i>	ROBERT CHEVROLET INCHICKSVILLE		<i>State:</i>	NY
<i>Dealer Phone:</i>				

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP AT TIMES, P10041

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/23/2002 13:38:40 SBD TEMPLATE - ORR

STRATEGY BASED DIAGNOSTICS

NUMBER OF TIMES IN FOR THE SAME CONDITION

2

NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

2

Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES

N

CALLER'S NAME (FIRST, LAST, AND POSITION)

VICTOR STOLARENKO TECH

CUSTOMER CONCERN

WIPERS INOP AT TIMES, -

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

CAN VERIFY, HAS HAPPENED AGAIN, LOOKING FOR ASSISTANCE

TAC RECOMMENDATION-

ADVISED DLR OF PI00413 FOR THIS CONCERN, AND READ TO DLR:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

PE63-642 / GM644

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO THE PLATFORM LIAISON.

12/23/2002 13:36:40 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6124896	VIN Number:	1GNET16S436123126	
Date Opened:	12/23/2002	Model Year:	2003	
Date Closed:		Series:	T1	
Dealer Code:	B28346	Mileage:	5220	
Address:	MEL GRATA CHEVROLET,HERMITAGE		State:	PA
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER REPEAT WIPER FAI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/23/2002 15:02:22 88D TEMPLATE - RICKETTS

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) REID SHEPPARD SM

CUSTOMER CONCERN - WIPER MOTOR INOP

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**HAS FOUND WATER IN WIPER MOTOR CAUSING CONCERN. THIS IS THE SECOND TIME
WITH SAME CONCERN. DLR LOOKING FOR SUGG.**

TAC RECOMMENDATION - PI00413 WHICH IS LISTED BELOW:

12/23/2002 15:02:22 HISTORY - RICKETTS

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.**

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

PE03-042 / GM644

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705 OLD

12487887

PIGTAIL

15308415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

THERE IS ALSO A MOTOR HOUSING KIT, PART # 12487890, AVAILABLE FROM SPO.

THIS WAS FOR THE OLD MOTOR AND CANNOT BE USED TO "UPGRADE" THE OLD MOTOR
TO NEW SPECS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6125199	VIN Number:	1GNET16S036100894
Date Opened:	12/23/2002	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B02014	Mileage:	3190
Address:	RAMSEY CHEVROLET-GEOUPPER SADDL	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER PK0413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/23/2002 16:00:43 SBD TEMPLATE - EGGLING

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

8 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) ROB LEVINE, TECH.

CUSTOMER CONCERN - WIPERS INOPERATIVE.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

THE TECH STATES THAT THE VEHICLE NEEDS A MOTOR. THE MOTOR HAS BEEN
REPLACED - TWICE. TECH CALLED FOR THE LATEST INFORMATION.

TAC RECOMMENDATION - RECOMMENDED THE TECH REVIEW PI00413.

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.

12/23/2002 16:00:43 HISTORY - EGGLEING

12/23/2002 16:36:17 RICHARDSON -

CALLER'S NAME (FIRST, LAST, AND POSITION)

ROB LEVINE TECH

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

8 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

DLR STS HE WAS GIVEN PI NUMBER AND TOLD TO LOOK IT UP IN SI. DEALER IS

PE03-842 / GM644

DLR STS HE WAS GIVEN PI NUMBER AND TOLD TO LOOK IT UP IN SI. DEALER IS UNABLE TO FIND THIS PI IN SI.

NEW RECOMMENDATIONS

ADVISED DEALER OF PI00413 INFORMATION AND GAVE PART NUMBERS FOR BOTH MOTORS. EXPLAINED TO DEALER THAT SOME PIS ARE STILL FOR INTERNAL USE ONLY AND THAT IS WHY HE COULD NOT LOCATE IT.

PI00413

THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #16094704

OLD 12487689

PE03-842 / GM644

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705

OLD

12487687

PIGTAIL

15306415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

THERE IS ALSO A MOTOR HOUSING KIT, PART # 12487690, AVAILABLE FROM SPO.

THIS WAS FOR THE OLD MOTOR AND CANNOT BE USED TO "UPGRADE" THE OLD MOTOR
TO NEW SPECS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6125668	VIN Number:	1GNDT13S422377618	
Date Opened:	12/23/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B19460	Mileage:	15913	
Address:	JET CHEVROLET INC FEDERAL WAY		State:	WA
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/23/2002 10:00:29 SBD TEMPLATE - ELDORADO

DLR STS THE WIPER MOTOR IS INOP.

DLR HAS NOT REPLACED ANYTHING YET.

DLR IS LOOKING FOR ANY INFO.

TAC ADVISE DLR TO REPLACE THE WIPER MOTOR AS PER P/I P100413.

DLR TO ADVISE.....FE

12/23/2002 19:00:29 HISTORY - ELDORADO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6126674	VIN Number:	1GNDT13S522527221	
Date Opened:	12/26/2002	Model Year:	2002	
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz	
Dealer Code:	B02282	Mileage:	6100	
Address:	ROYAL CHEVROLET INC BRIDGEWATER		State:	NJ
Dealer Phone:				

SYMPTOM ABSTRACT--- INOPERATIVE WINDSHIELD WIPER PID0413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/26/2002 09:18:46 SBD TEMPLATE - POULOS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) THEO DELLAVENTURA

CUSTOMER CONCERN - CUSTOMER STS THAT WIPERS ARE INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

- THEO CALLED AND STS THAT HE REMOVED WIPER MOTOR COVER AND WATER CAME
OUT. DEALER IS LOOKING FOR AN UPDATE.

TAC RECOMMENDATION -

- TAC ADVISED DLR OF P/I P100413. ADVISED DLR TO REPLACE MOTOR WITH NEW

STYLE PER P/I P100413.

12/28/2002 09:18:46 HISTORY - POULOS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6127877	VIN Number:	1GNES16S826134177
Date Opened:	12/26/2002	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 2WD
Dealer Code:	B08468	Model:	9671
Address:	SUSAN SCHEIN CHEVROLPELHAM	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER P100413 FRONT WIPER I

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/26/2002 10:44:42 9BD TEMPLATE - NICHOLS

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) GAYTON LOPRESTI (SM)

CUSTOMER CONCERN - WIPER ARE INOP AGAIN.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

GAYTON STS THIS IS THE 3RD TIME IN FOR WIPER INOP FOUND THE WIPER MOTOR
FULL OF WATER AGAIN.

TAC RECOMMENDATION -

1. ADVISE TO FOLLOW PI00413 REPLACE THE WIPER MOTOR.

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15084704

OLD 12487889

WITH RAIN SENSE (RPO = CE1) NEW PART# 15084706 OLD

12487887

PIGTAIL

15308415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

12/26/2002 10:44:42 HISTORY - NICHOLS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6127157	VIN Number:	1GNES16S036129329
Date Opened:	12/26/2002	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B26043	Mileage:	1563
Address:	BENNETT CHEVROLET-BUKINGSLAND	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT PERFORMANCE WIPER PI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/26/2002 11:07:23 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

CHUCK MOTT TECH.

PE83-042 / GM644

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CUSTOMER CONCERN -

WIPERS INOP INT.

**DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

NOT DUPLICATED. DID NOT CHECK FOR CODES. NOTHING REPLACED.

TAC RECOMMENDATION -

BUILD DATE 09/13/2002.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.**

**THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR
REPLACEMENT:**

- 1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR**

PE03-042 / GM644

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

12/28/2002 11:07:23 HISTORY - BENNETT

12/28/2002 11:23:35 MILLER -

REVIEWED PI PI00413 WITH DEALER.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6128016	VIN Number:	1GNET16S436152125	
Date Opened:	12/26/2002	Model Year:	2003	
Date Closed:		Serial:	T1	
Dealer Code:	B03496	Mileage:	2287	
Address:	DON DARR CHEVROLET IS SAINT LOUIS		State:	MO
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/28/2002 14:27:49 8BD TEMPLATE - ELLIOTT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME - JIM ROE - TECH

CUSTOMER CONCERN - WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS - JIM STS THE WIPER MOTOR WAS REPLACED BUT THE VEHICLE HAS RETURNED WITH THE SAME CONDITION.

TAC RECOMMENDATION - TAC ADV JIM OF INFO FROM PI00413.

12/28/2002 14:27:49 HISTORY - ELLIOTT

PI00413 STS:

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE

PE83-042 / GM644

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OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15094704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705

OLD

12487687

PIGTAIL

15308415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

THERE IS ALSO A MOTOR HOUSING KIT, PART # 12487690, AVAILABLE FROM SPO.

THIS WAS FOR THE OLD MOTOR AND CANNOT BE USED TO "UPGRADE" THE OLD MOTOR
TO NEW SPECS.

12/28/2002 14:55:58 GLEDHILL

-CASE UPDATE-

JIM CALLED STATING THE PART NUMBER FOR THE NEW WIPER MOTOR IS NO GOOD.
STATES HIS PARTS DEPT. CAN NOT LOCATE ANY INFO ON IT AND SHOWS NONE IN
STOCK ANYWHERE.

REC.-

VERIFIED PART NUMBER THAT TECH HAS. TECH DOES HAVE THE CORRECT PART
NUMBER WRITTEN DOWN. ADVISED TECH TO CONTACT PARTECH AS THE INFO ON THE

PE03-042 / GM644

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NUMBER WRITTEN DOWN. ADVISED TECH TO CONTACT PARTECH AS THE INFO ON THE
PI INDICATES THAT PRODUCTION OF THIS NEW WIPER MOTOR STARTED THE WEEK OF

NOVEMBER 4TH OF '02.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6128534	VIN Number:	1GNDT13S322337272	
Date Opened:	12/26/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B14340	Mileage:	11587	
Address:	DARCARS CHEVROLET LANHAM		State:	MD
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/26/2002 16:25:29 SBD TEMPLATE - SHERMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

WILLIE WILSON BM

CUSTOMER CONCERN -

WIPERS ARE INOP AT TIMES

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

TECH HAS NOT DELECTATED.

TAC RECOMMENDATION -

TAC ADVISED TO VERIFY SYSTEM OPERATION.

TAC ADVISED OF P100413

12/26/2002 16:25:29 HISTORY - SHERMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6129158	VIN Number:	1GNDT13S222200274
Date Opened:	12/27/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B14037	Mileage:	22682
Address:	BERGLUND CHEVROLET JROANOKE	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT--- WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

12/27/2002 09:13:45 SBD TEMPLATE - POULOS

STRATEGY BASED DIAGNOSTICS

1_ NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) TIM SHELTON TECH

CUSTOMER CONCERN - CUSTOMER STS THAT WIPERS ARE INT ON AND QUIT UNWANTED.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**- TIM CALLED AND STS THAT CONCERN IS INT. HE STS THAT HE CANNOT VERIFY
THE CONCERN.**

TAG RECOMMENDATION -

**- TAG ADVISED DLR OF P/I P100413. ADVISED DLR OF PART NUMBER FOR WIPER
MOTOR AND CONNECTOR IF NEEDED.**

12/27/2002 09:13:45 HISTORY - POULOS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6139554	VIN Number:	1GNET16S826119434
Date Opened:	12/27/2002	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B06154	Mileage:	5223
Address:	COURTESY CHEVROLET SAN JOSE	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/27/2002 14:21:39 8BD TEMPLATE - JACOB

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

TONY LEYVA TECH

CUSTOMER CONCERN -

CUSTOMER STS THE WIPERS ARE INOP

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

TECH STS HE HAS A WIPER INOP

TECH IS CALLING FOR UPDATED INFO ON THIS CONCERN

TAC RECOMMENDATION -

TAC ADVISES TECH OF INFORMATION ON P# PI00413

12/27/2002 14:21:39 HISTORY - JACOB

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6138791	VIN Number:	1GNET16S238118488	
Date Opened:	12/27/2002	Model Year:	2003	
Date Closed:		Series:	T1	
Dealer Code:	B15126	Mileage:	6543	
Address:	GRAY CHEV OLDS CAD STROUDSBURG		State:	PA
Dealer Phone:				

SYMPTOM ABSTRACT-- INOPERATIVE WINDSHIELD WIPER FRONT WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/27/2002 15:05:30 88D TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

ALARM.

CALLER'S NAME (FIRST, LAST, AND POSITION)

JEREMY HAY TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE FRONT WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DLR. IS LOOKING FOR INFO.

TAG RECOMMENDATION -

REVIEWED PI00413 (WIPER MOTOR REPLACEMENT) WITH DLR.

12/27/2002 15:05:30 HISTORY - GARBARINO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6131879	VIN Number:	1GKET16S026116920
Date Opened:	12/27/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G40020	Mileage:	7813
Address:	ORANGE BUICK GMC ORLANDO	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/27/2002 16:01:47 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

4__ NUMBER OF TIMES IN FOR THE SAME CONDITION

5__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

GARY CLIFTON (TECH)

CUSTOMER CONCERN -

WIPERS INOP...

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**TECH STATES HE CAN DUPLICATE, STATES THERE IS WATER GETTING INTO THE
WIPER MOTOR AND CAUSING THE CONCERN. TECH STATES THE WIPER MOTOR HAS BEEN
REPLACED PREVIOUSLY WHICH FIXED THE CONCERN FOR A WHILE. TECH STATES HE
HAS ALREADY DRILLED HOLES IN THE COWL TO LET THE WATER DRAIN AWAY....**

TAC RECOMMENDATION -

ADVISED TECH OF P100413.....

12/27/2002 16:01:47 HISTORY - WILSON

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
*PH83-043 / GM644***

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS

OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15084704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 15084705

OLD

12487687

PIGTAIL

15306415 2002 MODEL YEAR

88888271 2003 MODEL YEAR

THERE IS ALSO A MOTOR HOUSING KIT, PART # 12487690, AVAILABLE FROM SPO.

**THIS WAS FOR THE OLD MOTOR AND CANNOT BE USED TO "UPGRADE" THE OLD MOTOR
TO NEW SPECS.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6132018	VIN Number:	1GKET16S626118022
Date Opened:	12/30/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G08007	Mileage:	4856
Address:	UNION PONTIAC-GMC, UNION	N	State: NJ
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/30/2002 10:18:14 SBD TEMPLATE - EGGLEING

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) RANDY PIERSON, TECH.

CUSTOMER CONCERN - WIPERS ARE INOPERATIVE.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

THE TECH STATES THAT HE REPLACED THE MOTOR IN OCTOBER AND THAT IT HAS
FAILED - AGAIN.

TAC RECOMMENDATION - ADVISED THE TECH TO USE PI00413 TO CORRECT THE
CONDITION.

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

12/30/2002 10:18:14 HISTORY - EGGLING

12/30/2002 10:44:50 CIAVERELLA -

GAVE TECH RANDY PART # FROM PI00413

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15084704

PIGTAIL

PE83-842 / GM644

PIGTAIL

16306415 2002 MODEL YEAR

01/07/2003 10:45:24 RADZWILOWICZ - CASE UPDATE

CALLER'S NAME: RANDY PIERSON TECH

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAG

THE TECH STATES THAT HE REPLACED THE WIPER MOTOR WITH THE NEW STYLE (PART NO: #15094704) AND INSTALLED A NEW PIGTAIL AND THE CUSTOMER STILL STATES THAT THE VEHICLES WIPERS WILL STILL COME ON BY THEMSELVES AT TIMES. THE TECH HAS CHECK FOR PROPER DRAINAGE OF THE COWL WITH A GARDEN HOSE. THE TECH CANT DUPLICATE THE CONCERN.

NEW RECOMMENDATIONS:

1) RE-CHECK LAST REPAIR BY INSPECTING PIGTAIL CONNECTOR FOR THE WIPER MOTOR.

2) DUPLICATE THE CONCERN AND CHECK WIPER SWITCH INPUT.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6132846	VIN Number:	1GNES16S736100748
Date Opened:	12/30/2002	Model Year:	2003
Date Closed:		Series:	Traillblazer Ext 2WD
Dealer Code:	B30016	Mileage:	3174
Address:	ATZENHOPFER CHEVROLEVICTORIA	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER REPEAT INOP 2ND TIME

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

12/30/2002 12:31:17 SBD TEMPLATE - EPLIN II

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)DAVID GARCIA-TECH

CUSTOMER CONCERN -WIPER REPEAT INOP 2ND TIME

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

TECH STS THAT HE CAN DUPLICATE AND LAST TIME IN REPLACED THE WIPER MOTOR.

TECH STS THAT THIS TIME IN HE DIAGNOSED AGAIN TO WIPER MOTOR AND

REPLACED AND CONCERN IS RESOLVED. TECH STS THAT VEHICLE IS CLOSE TO

BUYBACK FOR MULTIPLE CONCERNS.

TAC RECOMMENDATION -TAC ADVISED TECH;

**1) PI00413 WHICH TALKS ABOUT THIS CONCERN AND CHECKING FOR UPDATED PART
NUMBER**

**2) CHECK FOR WATER DRAINAGE ISSUES WITH COWL AND CONNECTOR AND TERMINAL
CONCERNS AT WIPER**

3) GET WITH AVM AND LET THEM KNOW ABOUT THIS UNHAPPY CUSTOMER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6133110	VIN Number:	1GNET16SX26124537
Date Opened:	12/30/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B25705	Mileage:	0056
Address:	CORNETT CHEVROLET-POMANCHESTER	State:	KY
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WIPER P100413 FRONT AND REAR WIPE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

12/30/2002 13:29:22 SBD TEMPLATE - NICHOLS

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) J.R SLITER (SM)

CUSTOMER CONCERN - THE WIPER MOTORS ARE INOP AND WASHERS.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

J.R. STS THE FRONT AND REAR WIPER ARE INOP AND THE WASHERS. J.R STS HE REPLACE THE WIPER MOTOR LAST TIME IN.

TAC RECOMMENDATION -

1. ADVISE TO FOLLOW PI00413.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

PE03-043 / GM644

NECESSARY.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #16094704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 16094705 OLD

12487687

PIGTAIL

15306415 2002 MODEL YEAR

88066271 2003 MODEL YEAR

2. CALL BACK WITH RESULTS. NICHOLS 40744

12/30/2002 13:29:22 HISTORY - NICHOLS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6134621	VIN Number:	1GKET16S336116407
Date Opened:	12/30/2002	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G40004	Mileage:	5787
Address:	BOULEVARD BUICK/PONTLONG BEACH	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

12/30/2002 18:42:24 SBD TEMPLATE - HOOPER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

EFRAIN ROMERO

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

WIPERS INOP WATER AT MOTOR

TAC RECOMMENDATION -

ADVISED TECH OF PI 00413

12/30/2002 18:42:24 HISTORY - HOOPER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6135469	VIN Number:	1GKES16S326132012
Date Opened:	12/31/2002	Model Year:	2002
Date Closed:		Series:	Envoy XL 2WD
Dealer Code:	D37675	MPeage:	11131
Address:	WAKEFIELD BUICK, INC SPARTANBURG	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER REPEAT WIPER FAIL DUE TO WATER INTRUS

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

12/31/2002 11:07:21 SBD TEMPLATE - STEVENS

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) BARRY NEAL

CUSTOMER CONCERN - REPEAT WIPER FAILURE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

TECH IS LOOKING FOR A FIX

TAG RECOMMENDATION - PI00413

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705 OLD

12487687

PIGTAL

15308415 2002 MODEL YEAR

88886271 2003 MODEL YEAR

12/31/2002 11:07:21 HISTORY - STEVENS

01/13/2003 12:00:20 BRADFORD -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6136184	VIN Number:	1GNDT13S922188866
Date Opened:	12/31/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B19227	Mileage:	21513
Address:	BRET CHEVROLET KENT WA	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT MOTOR WIPER P00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/31/2002 13:59:54 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

BOB NASH TECH.

PE03-042 / GM644

Page 1148 of 2381

CUSTOMER CONCERN -

INT THE WIPERS ARE INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DUPLICATED. MOTOR REPLACED TODAY. STILL DOES THE SAME THING. DEALER
STATES THAT THE MOTOR IS BUZZING LIKE IT WANTS TO SPIN BUT WONT. DEALER
STATES THAT IT SEEMS LIKE THE MOTOR IS MISSING THE GROUND. DEALER STATES
THAT HE HAS CHECKED POWER AND GROUND AT THE MOTOR. DEALER STATES THAT
THERE ARE NO WATER DRAINAGE ISSUES. DEALER STATES THAT THE OLD MOTOR DID
NOT HAVE ANY WATER IN IT.

TAC RECOMMENDATION -

TAC ADVISES DEALER THAT IT MAY BE A BAD MOTOR.

TAC ADVISE DEALER OF P/I PI00413.

12/31/2002 13:59:54 HISTORY - BENNETT

12/31/2002 17:05:40 RICHMOND -CALLER'S NAME (FIRST, LAST, AND
POSITION)BOB NASH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL

DETAILS OF THE CONCERN)

DLR TRIED ORIGINAL MOTOR AGAIN AND HAD SAME RESULT??? DONT KNOW WHY HE
PUT ORIGINAL BACK IN WITH SAME ISSUE.

DLR STATES THAT HE CHECKED POWER AND GROUND TO THE MOTOR BUT WHEN
QUESTIONED FURTHER, IT WAS AN OPEN CKT VOLTAGE TEST.

NEW RECOMMENDATIONS

TAC ADVISED DLR TO CHECK FOR SUFFICIENT VOLTAGE ON TERMINAL F AT MOTOR
WITH MOTOR MAKING BUZZ SOUND.

AND DLR IS TO ALSO CHECK CKT 850, TERMINAL M FOR NO VOLTAGE. ADVISED DLR
TO TRY A VALIDATED MOTOR FOR NEXT TEST.

DLR TO REPORT.

01/13/2003 16:32:22 RATHKA

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6196199	VIN Number:	1GNES16S226114426
Date Opened:	12/31/2002	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 2WD
Dealer Code:	B17039	Mileage:	9806
Address:	BALE CHEVROLET COMPALITTLE ROCK	State:	AR
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WIPER WIPER INOPERATIVE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

12/31/2002 14:28:07 SBD TEMPLATE - ELDORADO

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

JEFF STEVENS

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DLR HAS NOT DONE ANY DIAG YET.

DLR IS LOOKING FOR ANY INFO.

TAC RECOMMENDATION -

TAC ADVISED DLR TO REPLACE THE WIPER MOTOR AS PER P/I P100413.

DLR TO ADVISE.....FE

12/31/2002 14:28:07 HISTORY - ELDORADO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Care No:	6136886	VIN Number:	1GNDT13S022375011	
Date Opened:	12/31/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B06451	Mileage:	15088	
Address:	BILL NELSON CHEVROLET RICHMOND		State:	CA
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER WIPERS INOP WATER IN MOTOR

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/31/2002 17:48:13 SBD TEMPLATE - HOOPER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

__1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

__N_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

WATER IN WIPER MOTOR

TAC RECOMMENDATION -

ADVISED OF PI 00413

12/31/2002 17:48:13 HISTORY - HOOPER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Cure No:	6137661	VIN Number:	1GKET16S838109130	
Date Opened:	1/2/2003	Model Year:	2003	
Date Closed:		Series:	Envoy XL 4WD	
Dealer Code:	G06528	Mileage:	1500	
Address:	BRIGHT BAY GMC TRUCKBAY SHORE		State:	NY
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER INOPERATIVE P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/02/2003 10:51:06 9BD TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

RUDY MELITO TECH

CUSTOMER CONCERN -

WIPER INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

TECH HAS PERFORMED CHECKS PER SI. WIRE COLORS DO NOT MATCH.

TAG RECOMMENDATION -

ADVISED TECH TO INSPECT FOR WATER IN WIPER MOTOR PER PI PI00413.

01/02/2003 10:51:08 HISTORY - ROAT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6137724	VIN Number:	1GNET16SX38114050	
Date Opened:	1/2/2003	Model Year:	2003	
Date Closed:		Series:	Trailblazer Ext 4WD	
Dealer Code:	B14074	Mileage:	6634	
Address:	JOE BOWMAN CHEVROLETHARRISONBU		State:	VA
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER ERRATIC OPERATION P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/02/2003 11:24:32 SBD TEMPLATE - KOSMOWSKI

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

SONNY GREEN, SF

CUSTOMER CONCERN -

CUSTOMER ALLEGES WIPERS INOPERATIVE OR OPERATE ERRATIC AT TIMES.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

**DEALER STATES ON A PREVIOUS VISIT THE WIPER MOTOR WAS REPLACED. DEALER
STATES THEY HAVE DUPLICATED THE CONCERN. DEALER STATES THEY CALLED
LOOKING FOR INFORMATION.**

TAC RECOMMENDATION -

ADVISED DEALER OF INFORMATION IN PI00413.

01/02/2003 11:24:32 HISTORY - KOSMOWSKI

PI00413:

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS**

PE83-842 / GM644

NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE

THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15094704

OLD 12487889

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705

OLD

12487887

PIGTAIL

15306415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

THERE IS ALSO A MOTOR HOUSING KIT, PART # 12487890, AVAILABLE FROM SPO.

**THIS WAS FOR THE OLD MOTOR AND CANNOT BE USED TO "UPGRADE" THE OLD MOTOR
TO NEW SPECS.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6138352	VIN Number:	1GNES16S126121576
Date Opened:	1/2/2003	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 2WD
Dealer Code:	B24150	Mileage:	9838
Address:	DON DAVIS CHEVROLET PELAHATCHIE	State:	MS
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP PI00413

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

01/02/2003 12:37:37 SBD TEMPLATE - REGAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

HARRY HOLMES SM

CUSTOMER CONCERN -

WIPERS INOP.

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

WIPERS INOP.

TAC RECOMMENDATION -

ADVISE ON PI00413.

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.**

**THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR
REPLACEMENT:**

- 1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON
PE03-042 / GM644**

AREA. THE DRAINS ARE ON
EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMBPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

01/02/2003 12:37:37 HISTORY - REGAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6138449	VIN Number:	1GNES16SX26126081	
Date Opened:	1/7/2003	Model Year:	2002	
Date Closed:	4/17/2003	Series:	Trailblazer Ext 2WD	
Dealer Code:	B06464	Mileage:	6180	
Address:	PARKER-ROBB CHEVROLEWALNUT CREE		State:	CA
Dealer Phone:				

SYMPTOM ABSTRACT--- INOPERATIVE WINDSHIELD WIPER FRONT WIPERS INO

RESOLUTION ABSTRACT- W/S PUMP R&R/RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

01/02/2003 12:58:30 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

BOB STALF - TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE FRONT WIPERS ARE INOP.

**DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

DLR. STS. THAT THE WASHERS STAY ON ALSO.

TAC RECOMMENDATION -

REVIEWED P100413 (REPLACE WIPER MOTOR) WITH DLR.

01/02/2003 12:58:30 HISTORY - GARBARINO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6138877	VIN Number:	1GNET16S526112859	
Date Opened:	1/2/2003	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B23386	Mileage:	19557	
Address:	BOB SMITH CHEV INC LOUISVILLE		State:	KY
Dealer Phone:				

SYMPTOM ABSTRACT— MOTOR WIPER REPEAT WIPER MOTOR FAILURE P10041

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/02/2003 14:12:07 SBD TEMPLATE - JACOB

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

MIKE KEELING TECH

CUSTOMER CONCERN -

CUSTOMER STS THE WIPERS ARE INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

TECH STS THIS IS THE SECOND WIPER MOTOR HE HAS INSTALLED ON THIS VEHICLE
DUE TO WATER INTRUSION, HE IS CALLING FOR INFORMATION ON CONCERN

TAC RECOMMENDATION -

TAC ADVISES TECH OF PW# PI00413

WINDSHIELD WIPER MOTOR INOPERATIVE, ERRATIC OPERATION

01/02/2003 14:12:07 HISTORY -JACOB